



Improving Child Welfare Outcomes

Through Systems of Care

Family Centered Meeting Survey Report 2005-2007

Alamance, Bladen, and Mecklenburg Counties

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## System of Care: Family Centered Meeting Survey Report

### *Overview*

According to the North Carolina Practice Guidelines for Family-Centered Meetings<sup>1</sup>, “family-centered meeting” (FCM) is a broad term used in family support and child welfare services to describe a planning and decision-making process that includes parents, caregivers, children, social workers and other service providers. It may also include extended family, friends, members of community groups, and other community partners.” In addition to Child and Family Teams (CFT) and Shared Parenting Meetings (SPM), the guidelines state that other specific models used in North Carolina for family-centered meetings include Permanency Planning Action Teams (PPAT).

According to NCDSS policy<sup>2</sup>, “CFT meetings **always** include the family, and are structured, guided discussions with the family and other team members about family strengths, needs and problems, and the impact they have on the safety, permanence and well being of the child.” CFTs genuinely engage families in the planning process; jointly develop specific safety plans for children at risk, and design in-home or out-of-home services and supports for families. The agency is required to schedule a CFT meeting to be held no later than 30 days after case decision. Subsequent team meetings are to be held at the following points during the life of the case:

- Quarterly while the case remains open for CPS In-Home Services (or as often as needed to update the service agreement)
- Critical decision points in the case (removal of a child from the home or a change in placement)
- Any time a significant change in the In-Home Services Agreement is needed to ensure the safety of the child

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<sup>1</sup> These guidelines can be found at:

<http://www.dhhs.state.nc.us/dss/mrs/docs/Practice%20Guidelines%20for%20Family%20Centered%20Meetings.pdf>

<sup>2</sup> Chapter VIII: Protective Services 1412 – CPS In-Home Services

[http://info.dhhs.state.nc.us/olm/manuals/dss/csm-60/man/CS1412-02.htm#P76\\_7052](http://info.dhhs.state.nc.us/olm/manuals/dss/csm-60/man/CS1412-02.htm#P76_7052)

- Prior to any petition or court action
- To address the unique characteristics, and possible resolutions, for “stuck cases”
- Case closure (when requested by the family or a service provider).

Team Decision-Making meetings are family centered meetings held for the purpose of planning for potential out-of-home placement of children including initial out-of-home placement, placement changes, and permanency. As a family-centered meeting, TDMs are held in partnership with families for the purpose of ensuring child welfare, permanency and well-being. Pre-custody TDMs occur when there is a possibility of child removal from the home and the assigned social worker is not certain that the child can remain safely in the home. Post-custody TDMs occur when due to imminent risk the agency takes custody of a child/children prior to having the TDM. Placement Change TDMs occur when a placement disruption occurs and/or when a child moves from one placement to another.

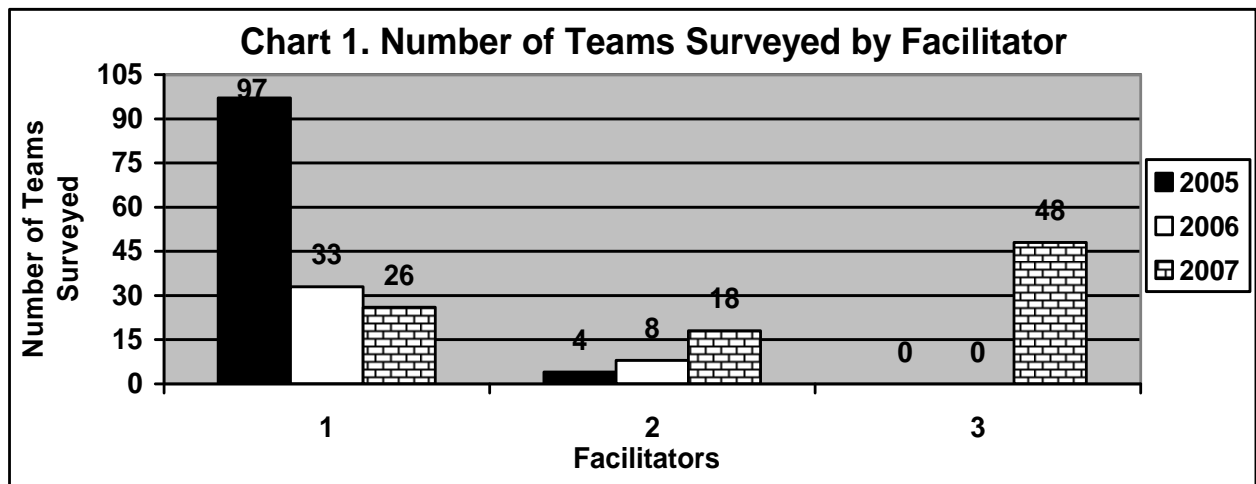
As part of the evaluation for the state’s “Improving Child Welfare Outcomes through Systems of Care” grant, facilitators in Alamance, Bladen, and Mecklenburg Counties were asked to administer surveys at family centered meetings beginning in 2005. The purpose of the survey is to measure how the principles of System of Care and the Multiple Response System are being implemented through family-centered meetings. At the beginning of a family-centered meeting, facilitators were asked to fill out a meeting summary form (see Appendix A1). This form collects information such as the type of meeting held, if it is an initial meeting or follow-up, who was present and who was invited but could not attend. At the conclusion of a meeting, facilitators were asked to provide surveys to everyone who attended the meeting. NCDSS policy states that CFTs conducted while a case has a High or Intensive risk rating will have a facilitator. As such, cases with Low or Moderate risk ratings can have CFTs conducted without a facilitator. However, for CFT meetings conducted without a facilitator, the family-centered meeting survey

would not have been administered for this evaluation. In addition, it is important to note that facilitators did not administer surveys at every family-centered meeting they conducted. Thus, this report only reflects data from those family-centered meetings that were administered surveys by the facilitator.

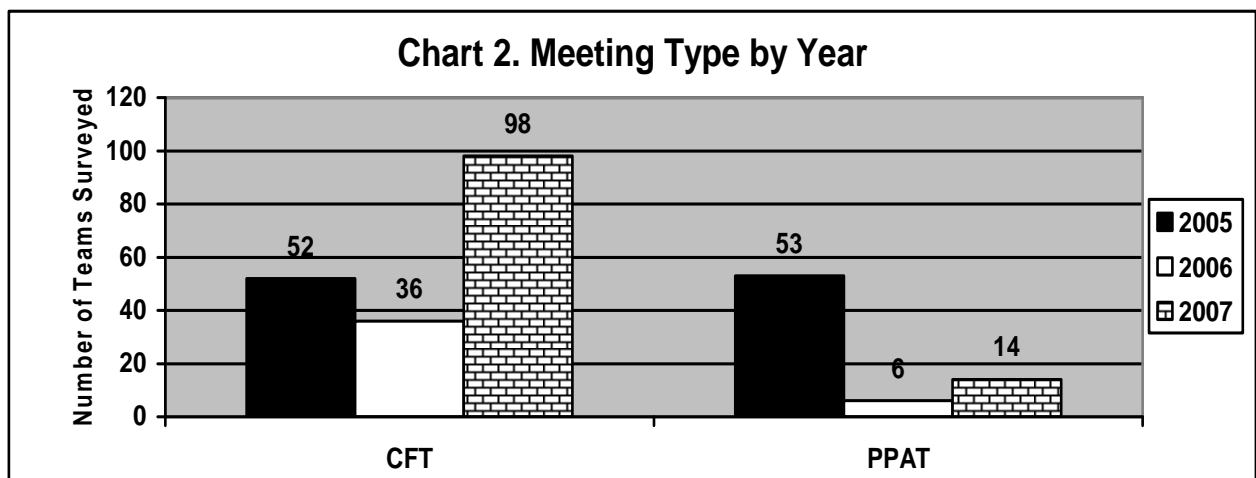
## Alamance County

### *Family Centered Meeting Summary Form*

In Alamance County a total of eight different facilitators administered surveys at two types of family centered meetings from February 2005 to December 2007 (see Chart 1). The two types of family centered meetings, as shown in Chart 2, were Child and Family Teams (CFT) and Permanency Planning Action Teams (PPAT). Because there were only fourteen PPAT meetings surveyed in 2007, the remainder of this report will focus on CFT meetings only.

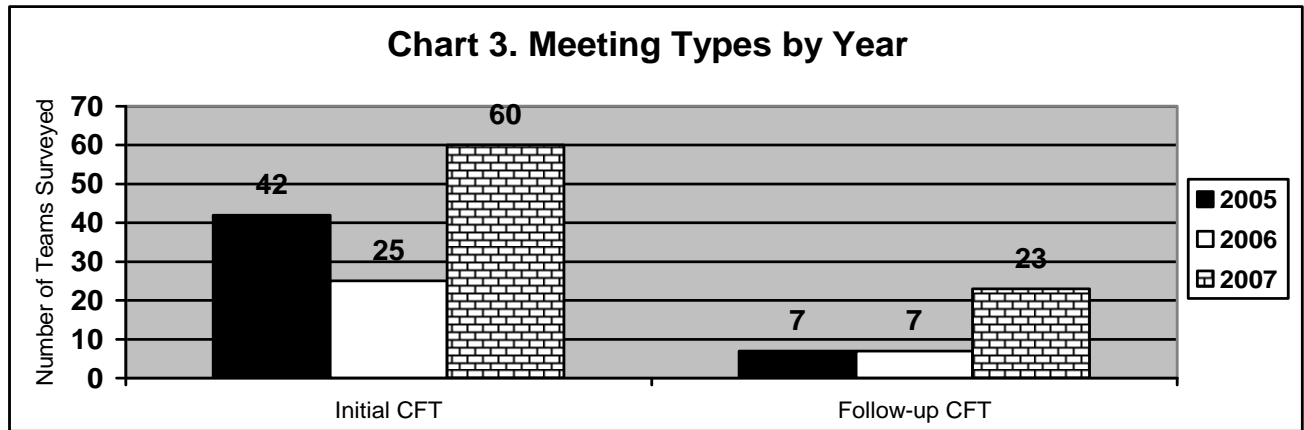


*Note.* This chart only presents information for the three facilitators that surveyed the most meetings. The other five surveyed a total of 25 teams from 2005 to 2007.



### Meeting Type

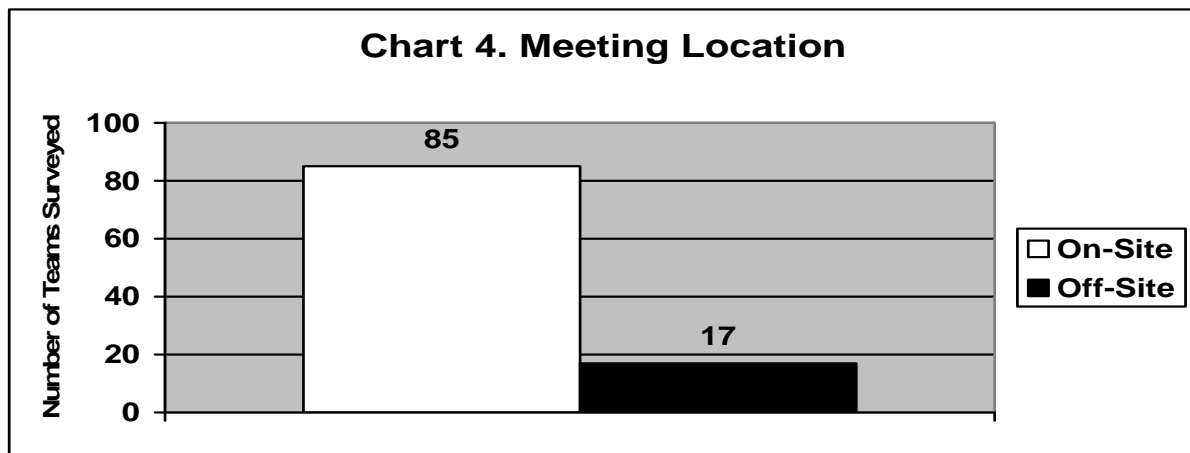
Chart 3 indicates that there were significantly more initial CFT meetings surveyed than follow-up meetings for all three years. There were also significantly more CFT meetings (initial and follow-up) surveyed in 2007 compared to both 2005 and 2006.



*Note.* The total number of CFT meetings in this chart reflects missing data on the summary sheet regarding whether the meeting was initial or follow-up.

### Meeting Location

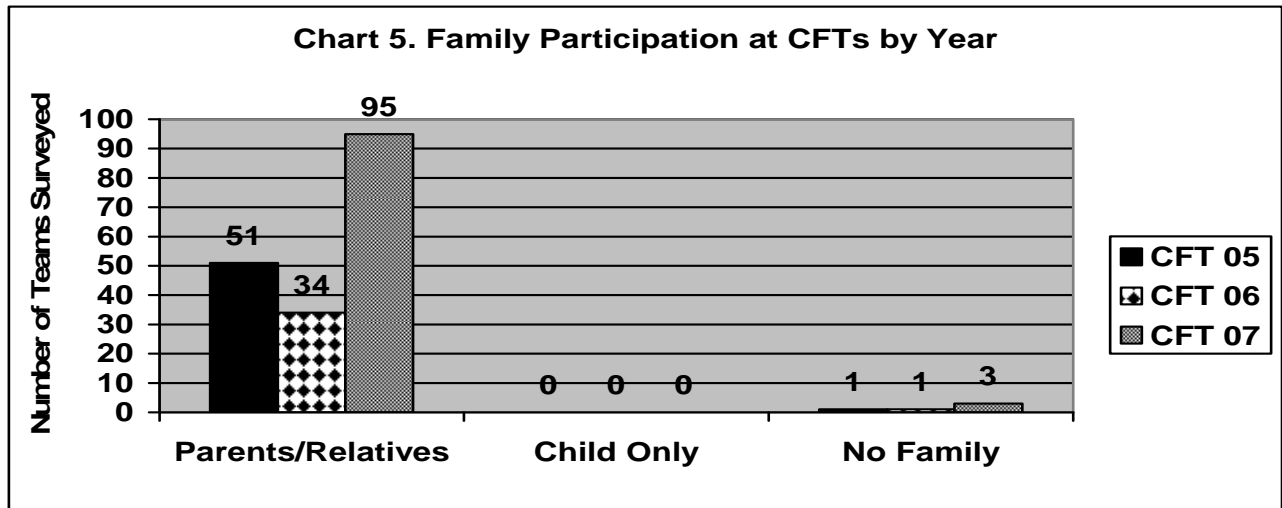
Starting in 2007, facilitators were asked to indicate if the meeting was held on-site (at the DSS location) or off-site (at a neutral location). As Chart 4 shows, the majority of meetings (76%) were held on site.



*Note.* The total number of meeting locations in this chart reflects missing data on the summary sheet regarding where the meeting was held.

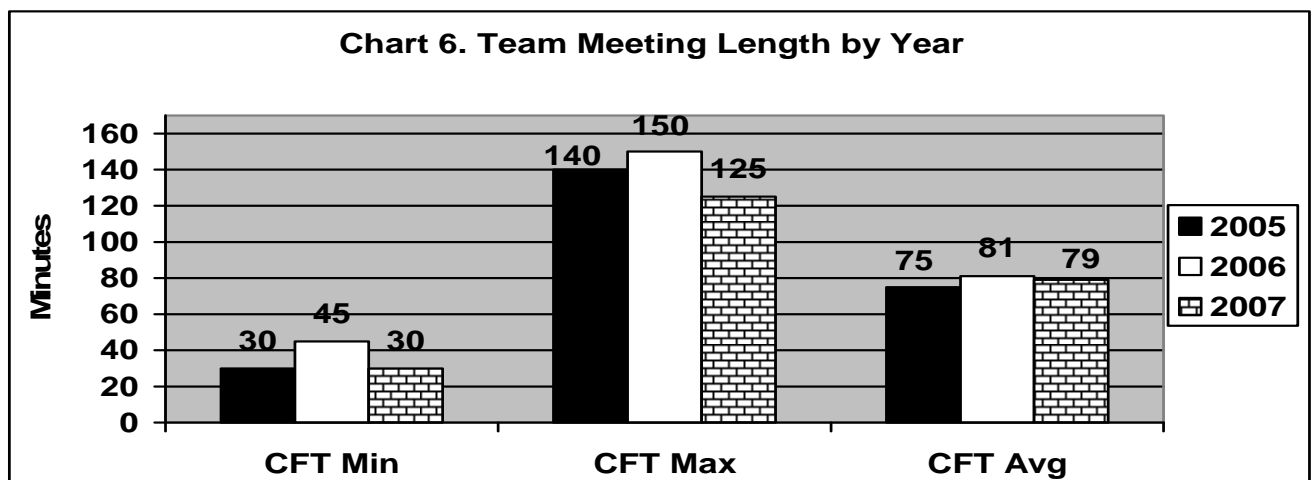
### *Meeting Participants*

As shown in Chart 5, the majority of CFT meetings surveyed for all three years had parent(s) and/or relative(s) participation (97% for all three years).



### *Meeting Length*

Facilitators provided information regarding when a meeting began and when it ended. Chart 6 indicates that between 2005 and 2007, CFT meetings ran as short as 30-45 minutes to as long as 125-150 minutes. On average, however, CFT meetings lasted approximately one hour and 18 minutes.



### *Family Centered Meeting Survey*

The family centered meeting survey consists of 18 questions that measure: 1) Fidelity – how well the integrity of the Child and Family Team model has been adhered to (the score is an average of 9 items); 2) Participation - how engaged the respondent felt in the meeting process (the score is an average of 5 items); 3) Satisfaction - how respondents felt the meeting was run to achieve the desired goals (the score is an average of 2 items); and 4) Knowledge - how well the respondent understood their role in the meeting (the score is an average of 2 items). For each question a respondent could choose among four possible answers ranging from “Strongly Disagree” to “Strongly Agree” (see Appendix A2 for all survey questions by scale).

All CFT survey data were analyzed by year (the five meetings without family representation were excluded from the analyses; see Chart 5). Chart 7 shows how many surveys were conducted from 2005-2007 by year. It is important to note that there were approximately 37 meetings in 2007 where a summary form was filled out, but there were no surveys filled out. Most likely, families at these meetings opted not to complete the survey.

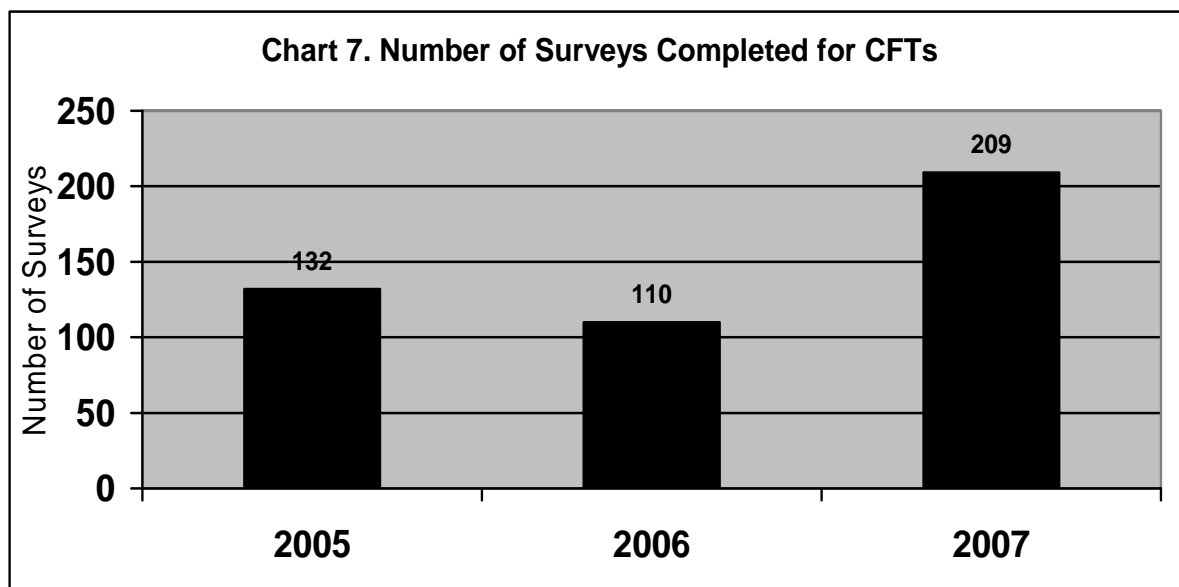
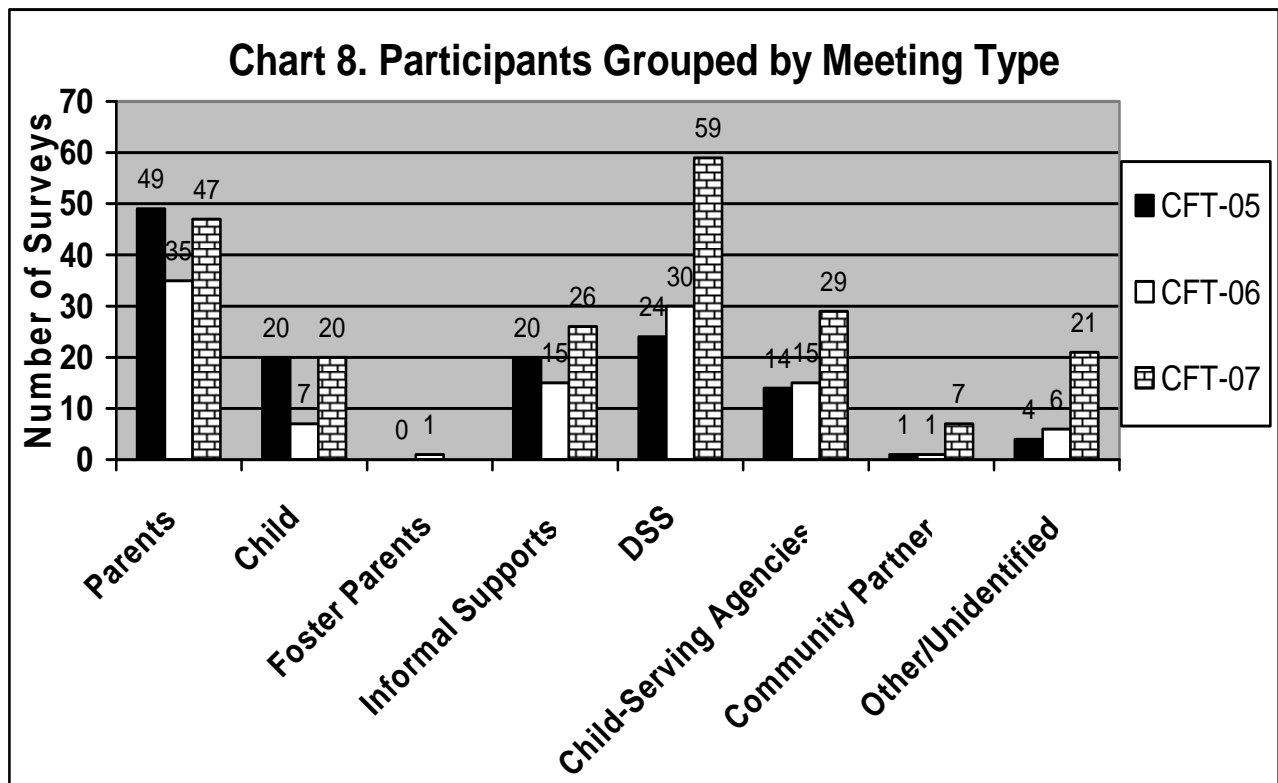




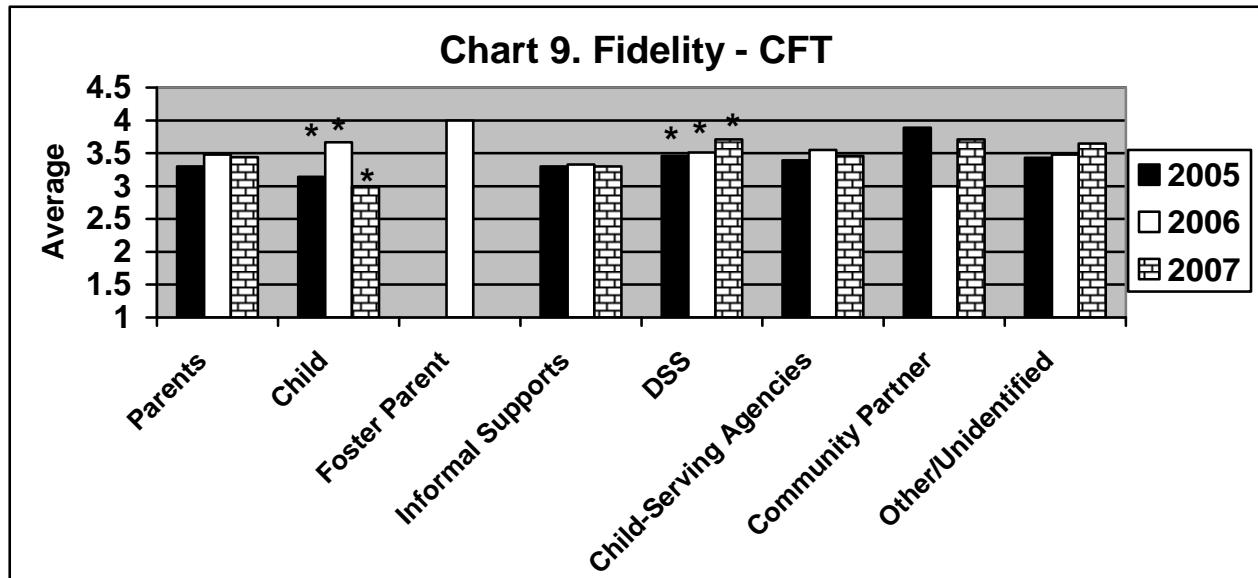
Chart 8 indicates that for CFT meetings there are more surveys from parents than DSS and child-serving staff for 2005 and 2006. However, this trend changed slightly in 2007, with 12 more surveys for DSS staff than for parents. In 2007 there were also more surveys for informal supports, child-serving agencies, and community partners than in 2005 and 2006.



*Note.* Informal supports consist of: Relatives (2005 n=9; 2006 n=9; 2007 n=18), Friends (2005 n=9; 2006 n=6; 2007 n=4), and Live-in partners (2005 n=2; 2006 n=0; 2007 n=4). Child-serving agencies consist of Mental health/Service providers (2005 n=12; 2006 n=5; 2007 n=11), GAL (2005 n=0; 2006 n=0; 2007 n=3), and School staff (2005 n=2; 2006 n=10; 2007 n= 7).

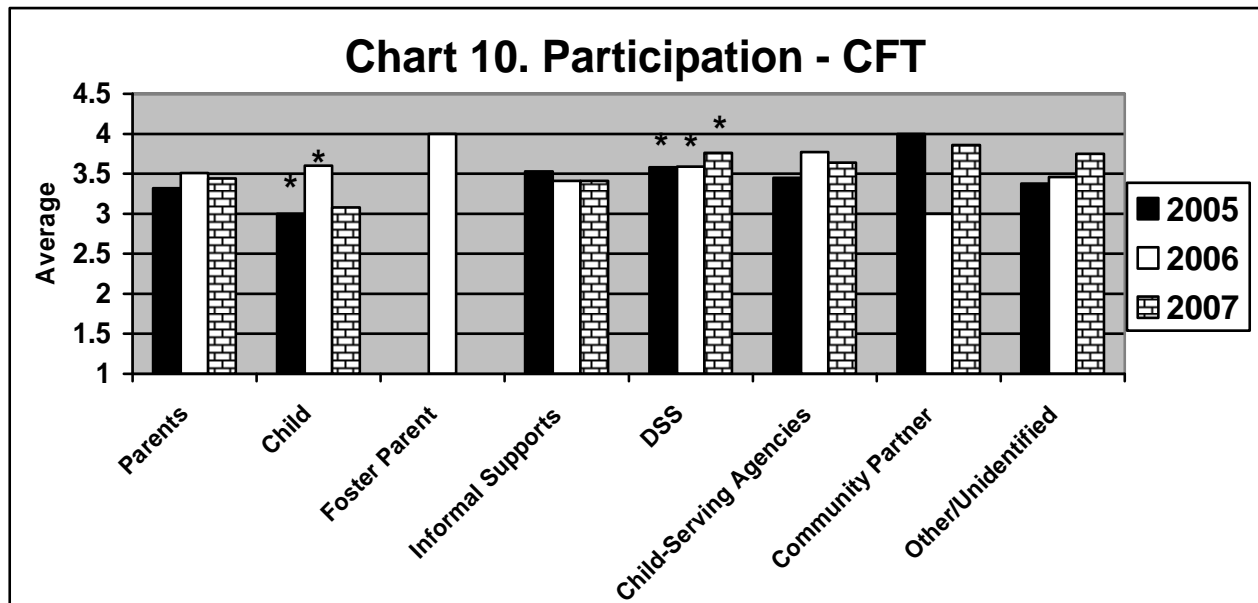
*Family Centered Meeting Survey Data*

**Fidelity** - How well the integrity of the Child and Family Team model has been adhered to



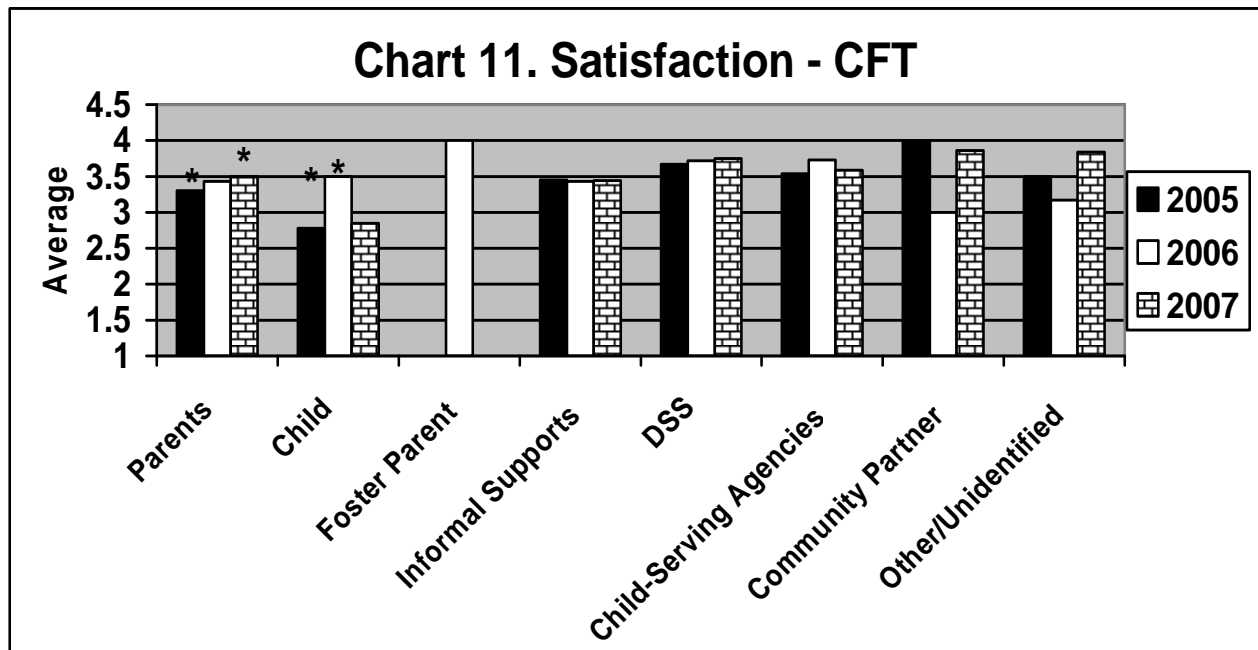
Children's average ratings for 'fidelity' were significantly higher in 2006 than in 2005 and 2007. DSS staff average ratings for 'fidelity' were significantly higher in 2007 than in 2005 and 2006.

**Participation** - How engaged the respondent felt in the meeting process



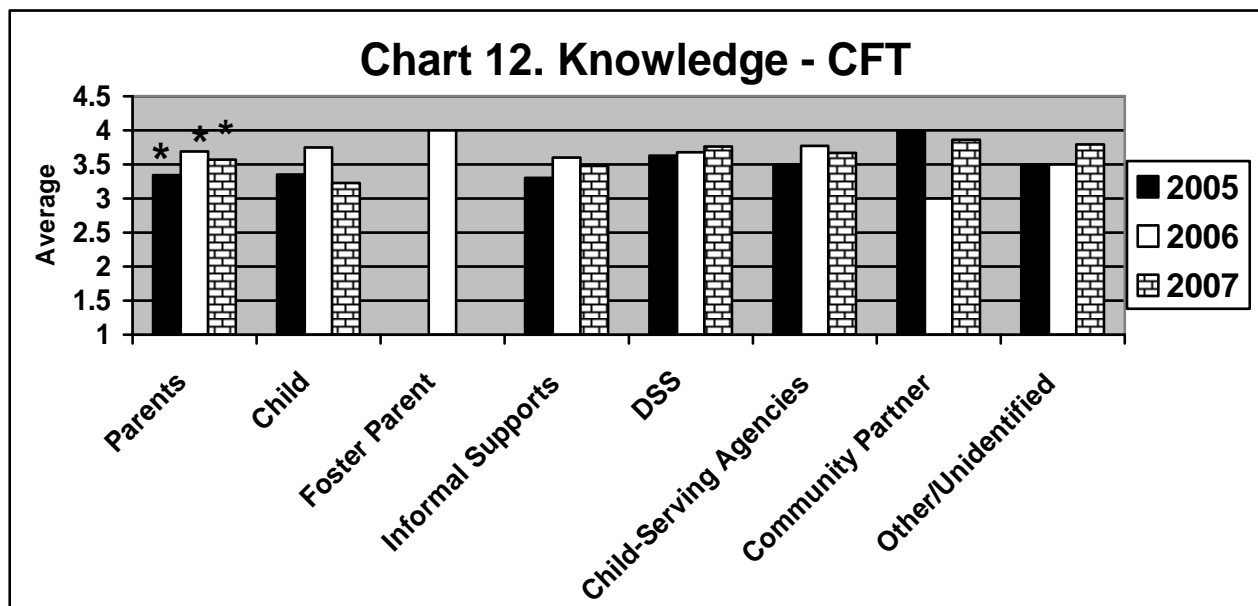
Children's average ratings for 'participation' were significantly higher in 2006 than in 2005. DSS staff ratings for 'participation' were significantly higher in 2007 than in 2005 and 2006.

**Satisfaction** - How respondents felt the meeting was run to achieve the desired goals



Children's average ratings for 'satisfaction' were significantly higher in 2006 than in 2005.  
 Parent's average ratings for 'satisfaction' were significantly higher in 2007 than in 2005.

**Knowledge** - How well the respondent understood their role in the meeting



Parent's average ratings for 'knowledge' were significantly higher in 2007 and 2006 than in 2005.

### *Summary of Results*

Overall, surveyed respondents at CFT meetings for all three years agreed or strongly agreed that the integrity of the Child and Family Team model has been adhered to (fidelity); felt engaged in the meeting process (participation); felt the meeting was run to achieve the desired goals (satisfaction); and understood their role in the meeting (knowledge). Statistically significant differences in ratings were found for parents, children, and DSS staff only. This indicates that the change in these ratings was not due to chance. Average ratings for ‘satisfaction’ and ‘knowledge’ were significantly higher for parents in 2007 and 2006 than in 2005. Similarly, for children, average ratings for ‘participation’ and ‘satisfaction’ were significantly higher in 2006 than in 2005. Children’s average ratings for ‘fidelity’ were significantly higher in 2006 than in both 2007 and 2005. Average ratings for ‘fidelity’ and ‘participation’ were significantly higher for DSS staff in 2007 than in both 2006 and 2005. It should be noted that children’s average ratings for all four scales appear to be slightly lower than all other respondents in 2005 and 2007.

### *Family Centered Meeting Survey Open Responses*

At the end of the survey, participants had the opportunity to provide written comments regarding what could have made the meeting better. For the years 2005-2007, the majority of comments *from all respondents at both CFTs and PPATs* were related to the absence of team members. Approximately 46 comments (27 in 2005; 10 in 2006; 9 in 2007) were related to the absence of one or both parents. An additional 52 comments (29 in 2005; 9 in 2006; 14 in 2007) were related to the absence of other team members (i.e., children, relatives, therapists, school representatives, etc.).

There were 35 comments (11 in 2005; 14 in 2006; 10 in 2007) as to what could have made the meeting better. Examples from 2007 include:

- “Not having the children present.”
- “Listen to dad’s concerns. I don’t think the ‘truth’ on dad’s feelings was heard.”
- “Other staff members not coming in during the meeting.”
- “If the youth participated more.”
- “Other DSS staff coming in and interrupting the meeting to get a table.”
  - There were six other comments related to this incident.

Other comments from 2007 included:

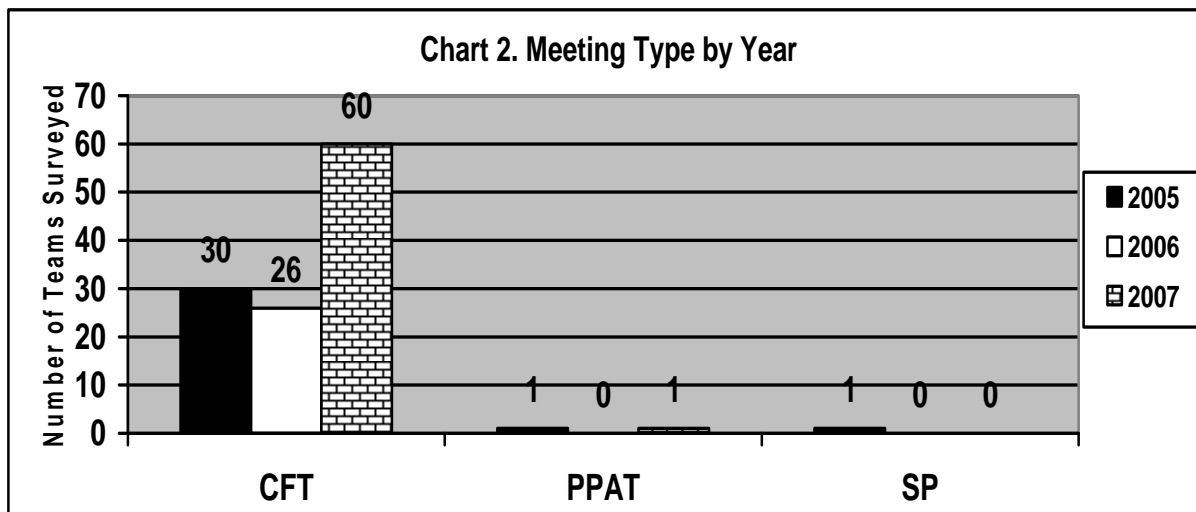
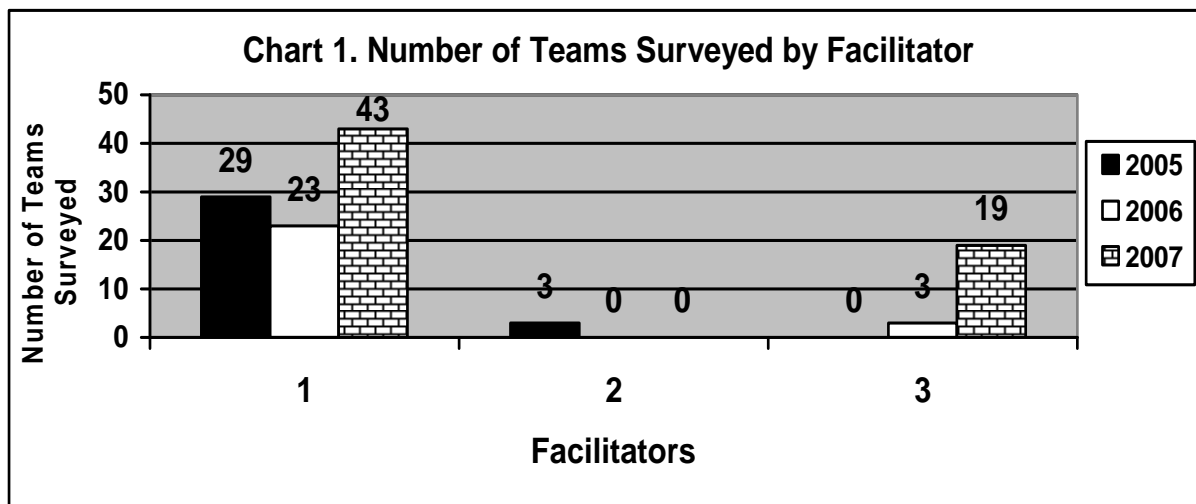
- “I believe that I entered the meeting not fully aware of how things were with the family home.”
- “It was great that family members made special efforts to be here.”
- “This meeting was worthwhile. The last one was not. The father and therapist should have been present.”

Lastly, 12 comments in 2007 were of a positive nature regarding the meeting (e.g., “The facilitator did a great job”, “This was my 2<sup>nd</sup> CFT with this mediator. Great work!” “I was happy with everything!” and “Everything was perfect I thought”).

## Bladen County

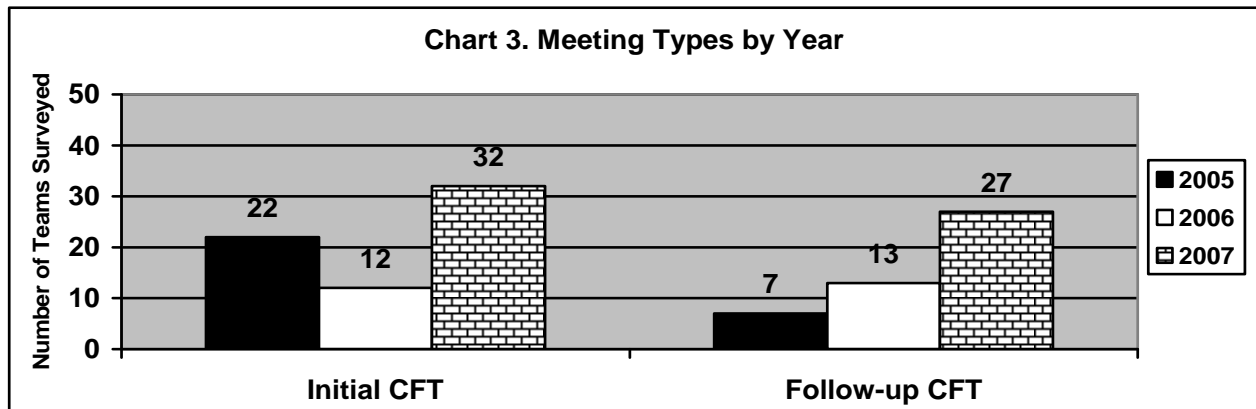
### *Family Centered Meeting Summary Form*

In Bladen County a total of three different facilitators administered surveys at three types of family centered meetings from February 2005 to December 2007 (see Chart 1). The three types of family centered meetings, as shown in Chart 2, were Child and Family Teams (CFT), Shared Parenting Meetings (SP) and Permanency Planning Action Teams (PPAT). Because there was only one PPAT surveyed in 2005 and 2007, and one Shared Parenting Meeting surveyed in 2005, the remainder of this report will focus on CFT meetings only.



### Meeting Type

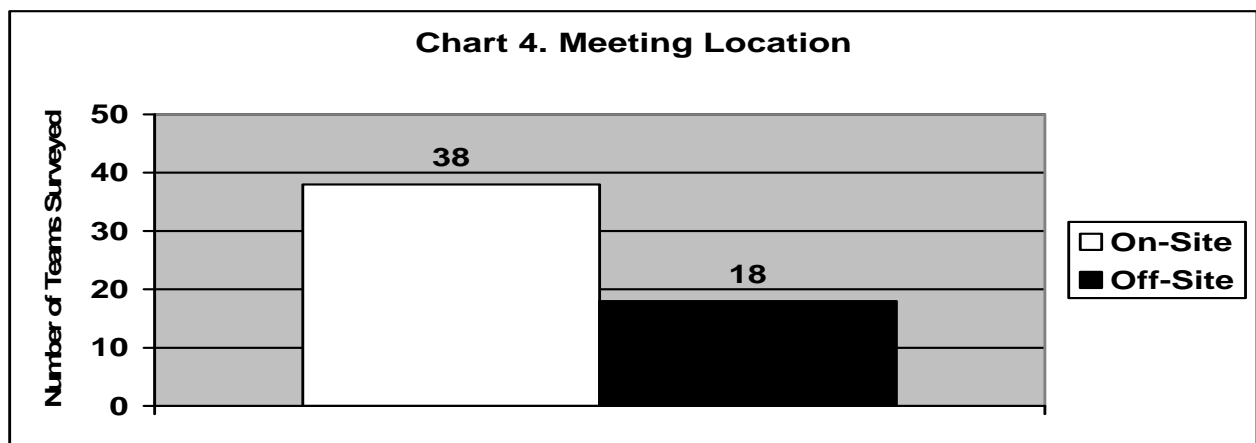
Chart 3 indicates that there were more initial CFT meetings surveyed than follow-up meetings in 2005 and 2007, while in 2006, there were approximately equal numbers of initial and follow-up CFT meetings surveyed. There were significantly more CFT meetings surveyed in 2007 than in both 2005 and 2006.



*Note.* The total number of CFT meetings in this chart reflects missing data on the summary sheet regarding whether the meeting was initial or follow-up.

### Meeting Location

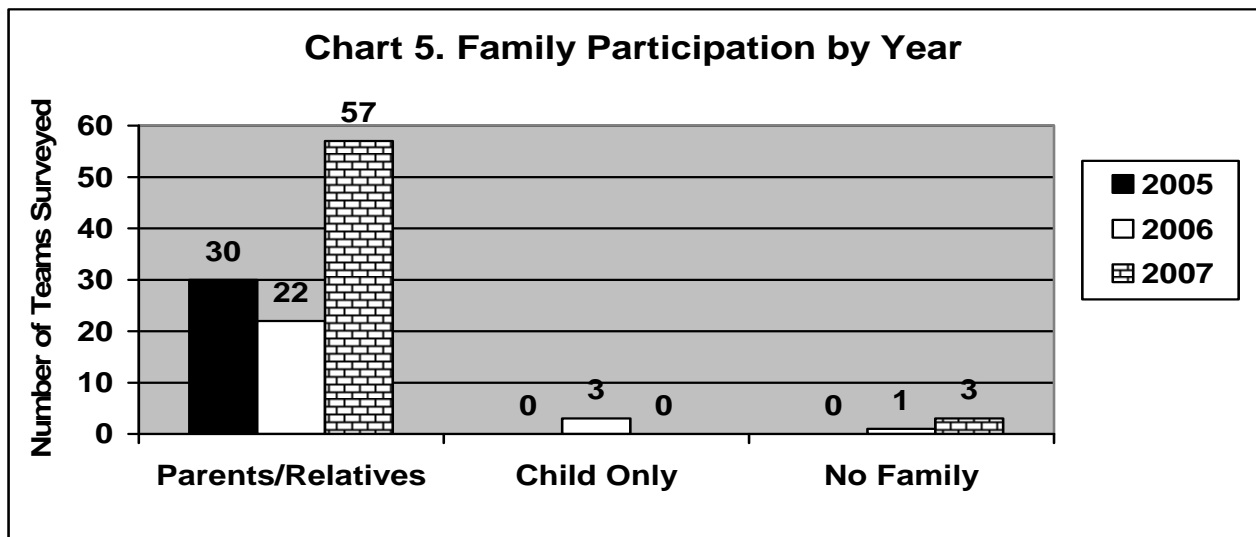
Starting in 2007, facilitators were asked to indicate if the meeting was held on-site (at the DSS location) or off-site (at a neutral location). As Chart 4 shows, the majority of meetings (61%) were held on site.



*Note.* The total number of meeting locations in this chart reflects missing data on the summary sheet regarding where the meeting was held.

### *Meeting Participants*

Family participation/attendance at CFT meetings was relatively similar for all three years. As shown in Chart 5, all 30 CFT meetings surveyed in 2005 had parent(s) and/or relative(s) participation. In 2006, 22 CFTs had parent and or relative participation (85%), while an additional three meetings (12%) had only a child participate. One CFT (3%) had no family participation in 2006. In 2007, 95% of CFT meetings had parent(s) and/or relative(s) participation.



Facilitators also provided information regarding individuals who had been invited to the meeting but could not or did not attend. For each of the three years, there were less than five mothers, fathers, relatives, children, live-in partners, friends, foster parents, school staff, mental health providers, GAL, service providers, therapists, and attorneys who were invited to a CFT but could not or did not attend the meeting.



### Meeting Length

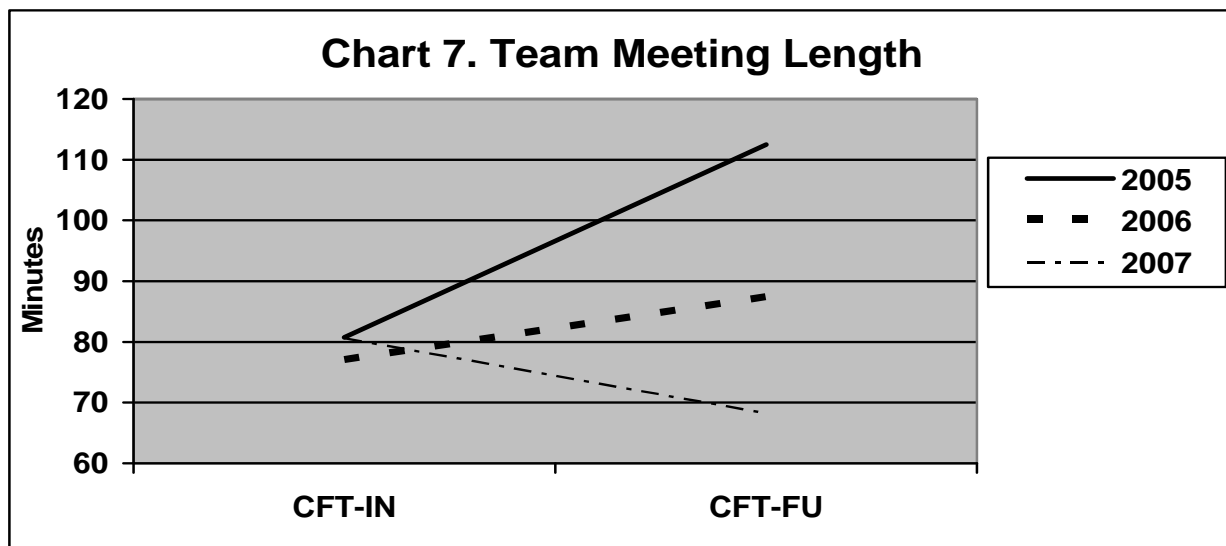
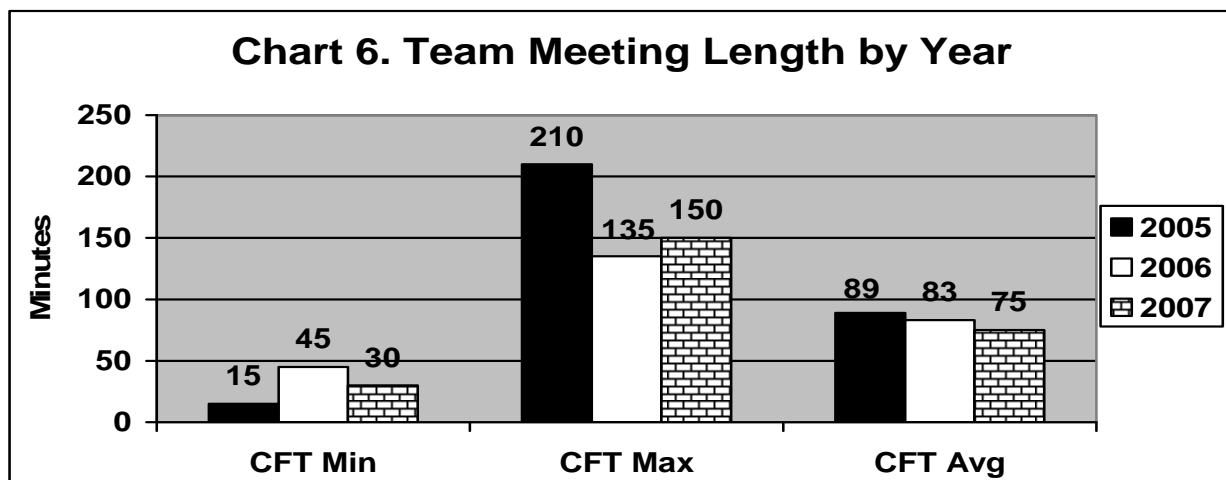
Facilitators provided information regarding when a meeting began and when it ended.

Chart 6 indicates that CFT meetings ran as short as 15-45 minutes to as long as 135-210 minutes.

On average, CFT meetings lasted approximately one hour and 22 minutes for all three years.

Follow-up meetings, on average, were longer than initial meetings for 2005 and 2006

(see Chart 7). However in 2007, follow-up CFT meetings did not run as long as initial CFT meetings.



Note. IN = Initial; FU = Follow-up.

*Family Centered Meeting Survey*

The family centered meeting survey consists of 18 questions that measure: 1) Fidelity – how well the integrity of the Child and Family Team model has been adhered to (the score is an average of 9 items); 2) Participation - how engaged the respondent felt in the meeting process (the score is an average of 5 items); 3) Satisfaction - how respondents felt the meeting was run to achieve the desired goals (the score is an average of 2 items); and 4) Knowledge - how well the respondent understood their role in the meeting (the score is an average of 2 items). For each question a respondent could choose among four possible answers ranging from “Strongly Disagree” to “Strongly Agree” (see Appendix A2 for all survey questions by scale).

All CFT survey data were analyzed by year (the three meetings in 2006 and 2007 without family representation was excluded from the analyses; see Chart 5). Chart 8 shows how many surveys were conducted from 2005-2007 by year.

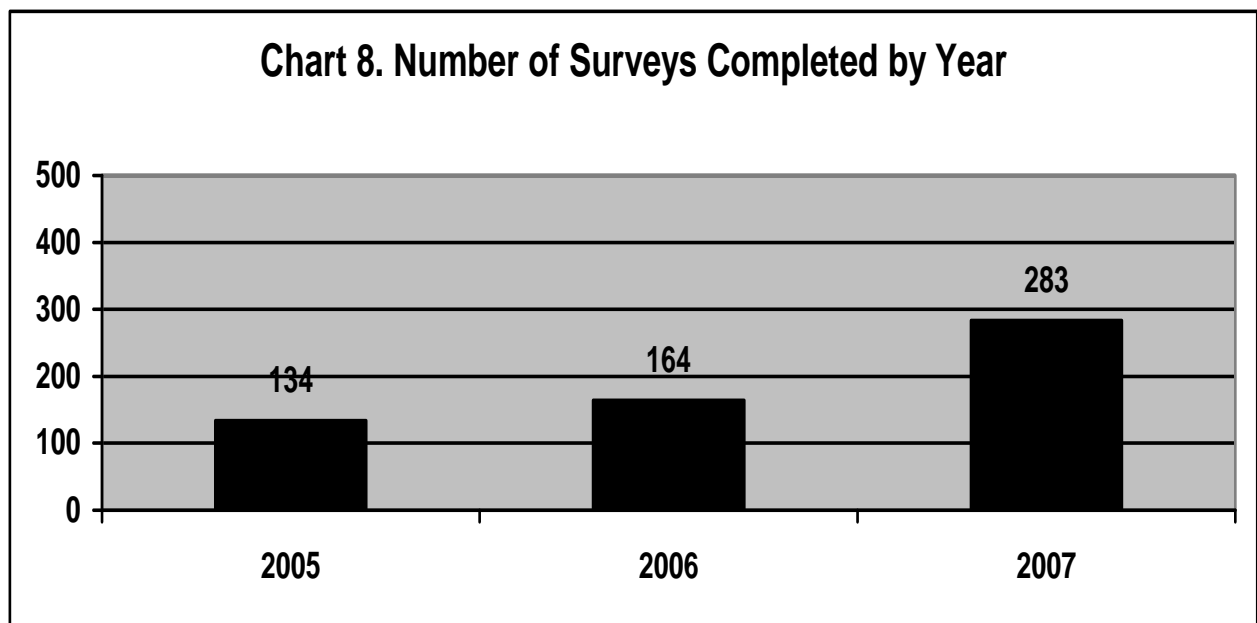
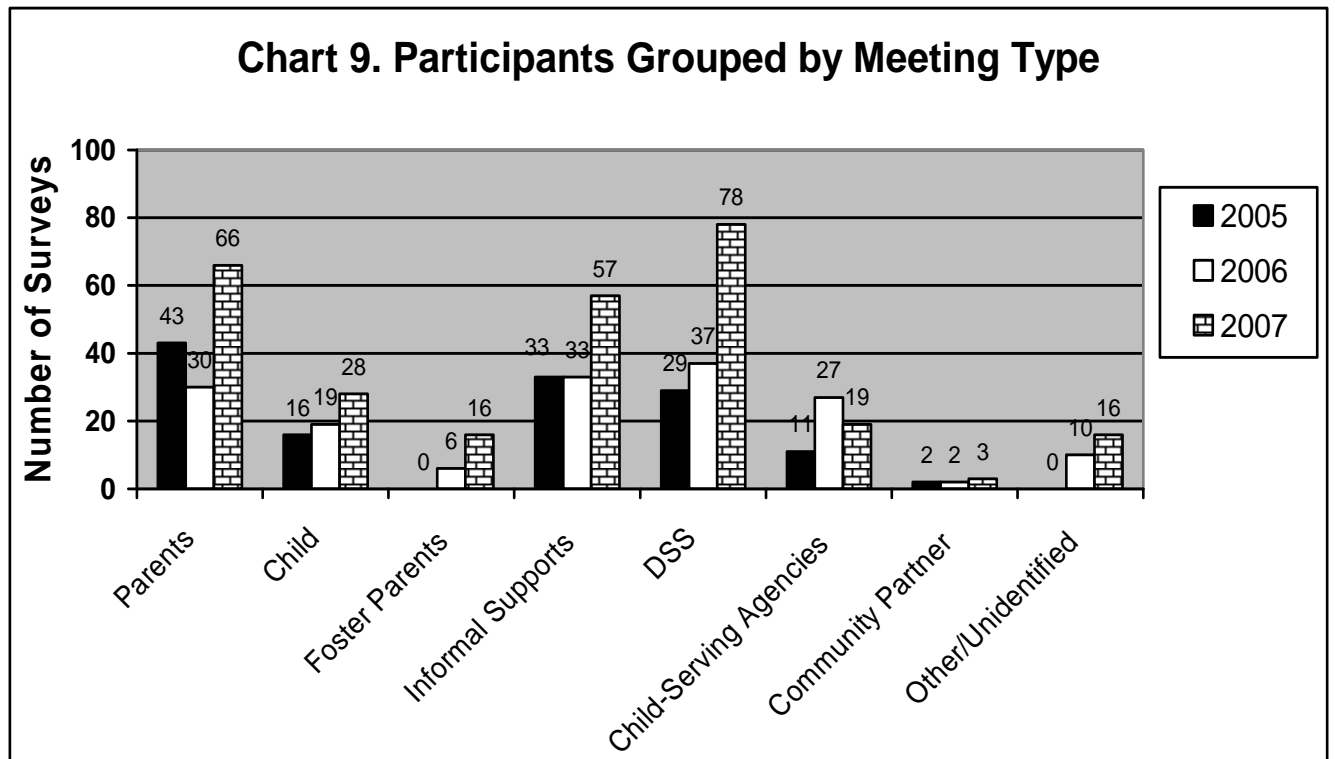


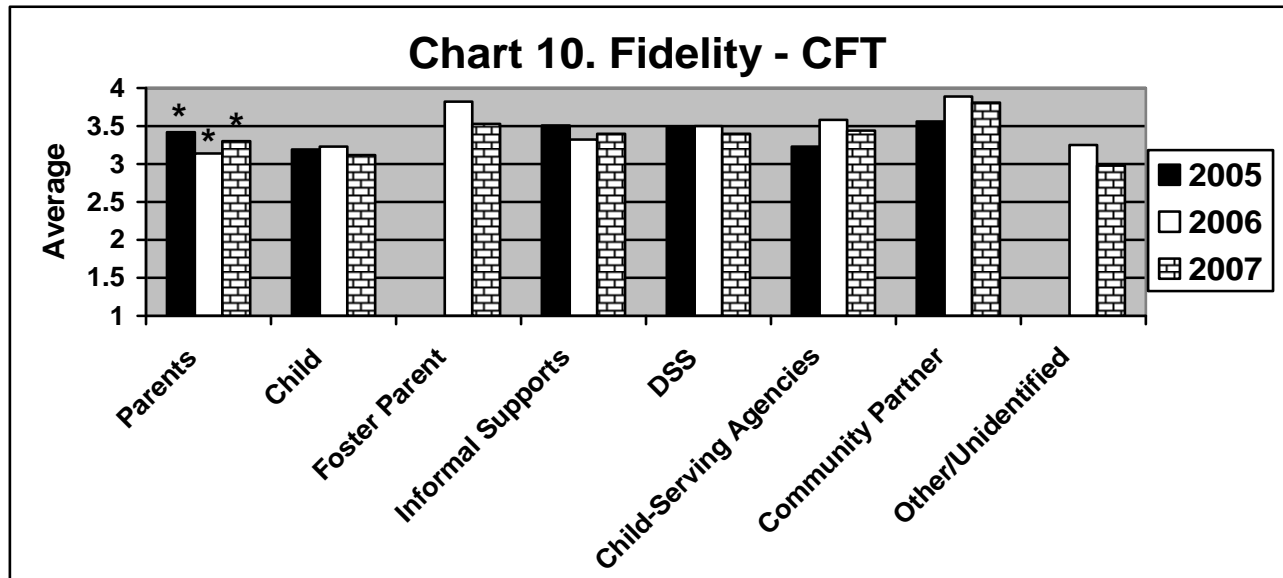
Chart 9 indicates that for CFT meetings in 2005 there were more surveys from parents than DSS and child-serving staff. However, in 2006 and 2007 there were slightly more surveys for DSS staff than for parents. In addition, the number of surveys from informal supports more than doubled from 2005 to 2007, and surveys from child-serving agencies increased fourfold from 2005 to 2007. There were more mental health/service providers, GAL, and school staff participating in CFTs in 2007 than in 2005.



*Note.* Informal supports consist of: Relatives (2005 n=29; 2006 n=28; 2007 n=42), Friends (2005 n=3; 2006 n=4; 2007=12), Neighbors (2005 n=0; 2006 n=0; 2007 n=2), and Live-in partners (2005 n=1; 2006 n=1; 2007 n=1). Child-serving agencies consist of Mental health/Service providers (2005 n=5; 2006 n=12; 2007 n=11), GAL (2005 n=2; 2006 n=0; 2007 n=5), Juvenile Justice/Court Staff (2005 n=0; 2006 n=0; 2007 n=1), and School staff (2005 n=4; 2006 n=11; 2007 n=2).

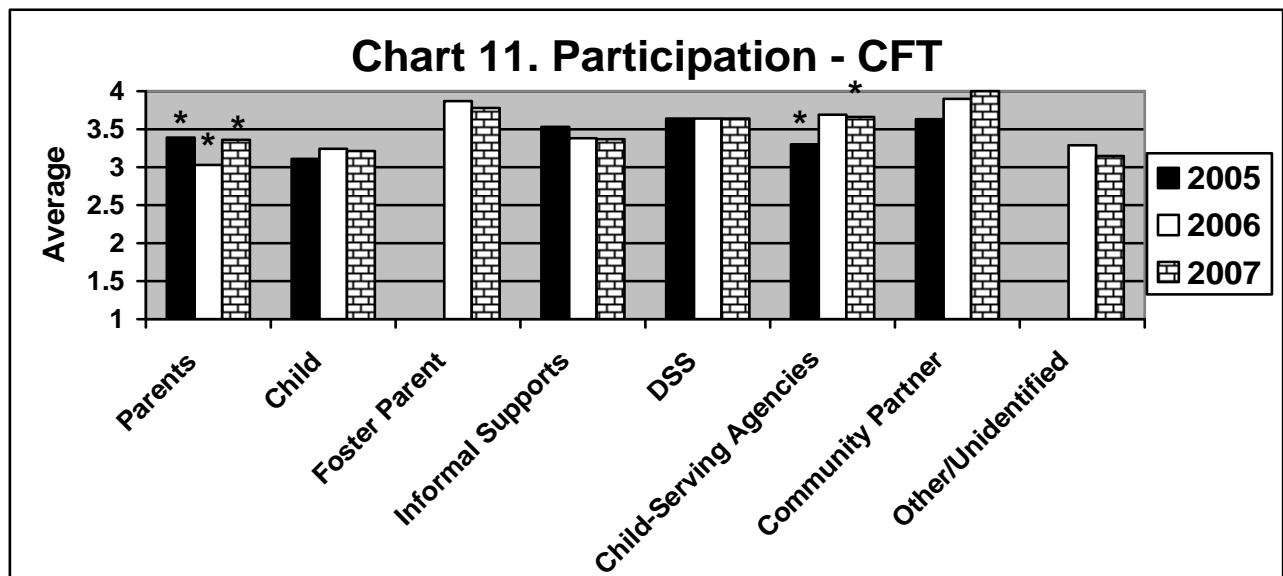
*Family Centered Meeting Survey Data*

**Fidelity** – How well the integrity of the Child and Family Team model has been adhered to



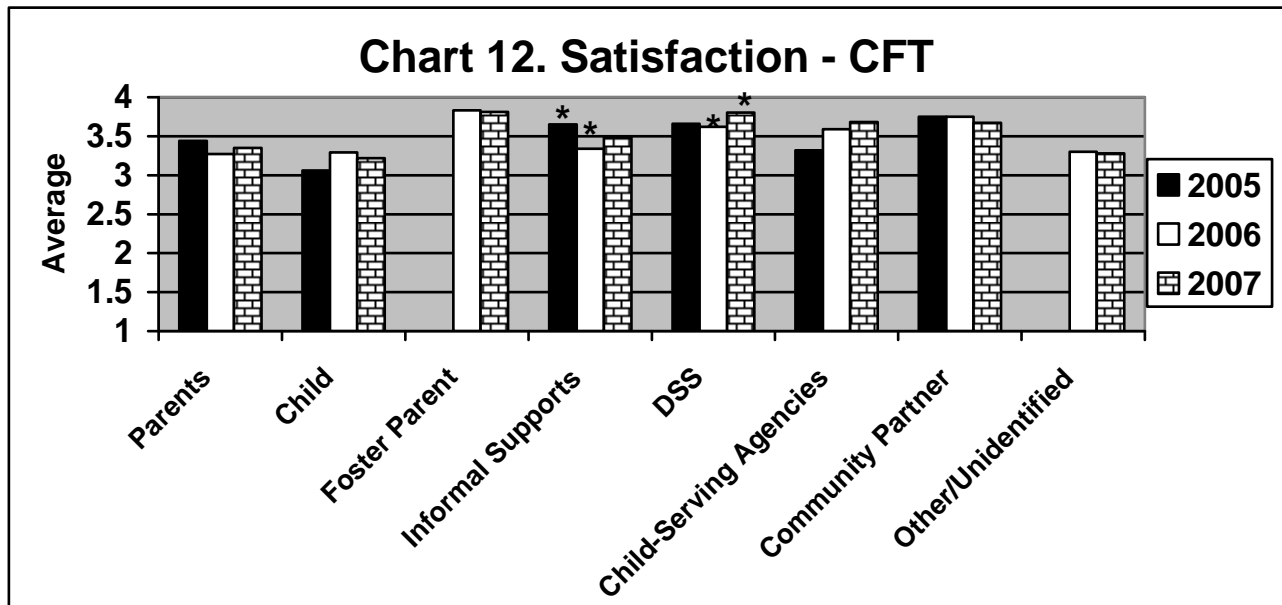
For parents, average ratings for ‘fidelity’ were significantly higher in 2005 and 2007 than in 2006.

**Participation** – How engaged the respondent felt in the meeting process



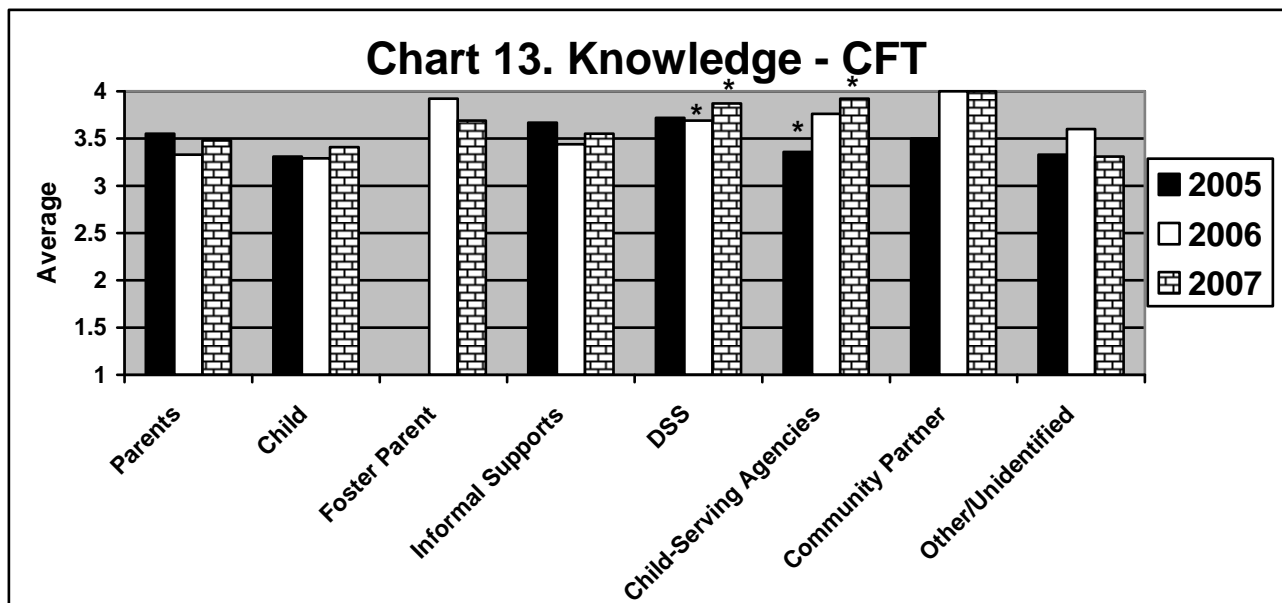
For parents, average ratings for ‘participation’ were significantly higher in 2005 and 2007 than in 2006. For child-serving agencies, average ratings for ‘participation’ were significantly higher in 2007 than in 2005.

**Satisfaction** – How respondents felt the meeting was run to achieve the desired goals



For informal supports, average ratings for ‘satisfaction’ were significantly higher in 2005 than in 2006. For DSS staff, average ratings for ‘satisfaction’ were significantly higher in 2007 than in 2006.

**Knowledge** – how well the respondent understood their role in the meeting



For DSS staff, average ratings for ‘knowledge’ were significantly higher in 2007 than in 2006. For child-serving agencies, average ratings for ‘knowledge’ were significantly higher in 2007 than in 2005.

### *Summary of Results*

Overall, surveyed respondents at CFT meetings for all three years agreed or strongly agreed that the integrity of the Child and Family Team model has been adhered to (fidelity); felt engaged in the meeting process (participation); felt the meeting was run to achieve the desired goals (satisfaction); and understood their role in the meeting (knowledge). Statistically significant differences in ratings were found for parents, informal supports, DSS staff, and child-serving agencies. This indicates that the change in these ratings was not due to chance. Average ratings for ‘fidelity’ and ‘participation’ were significantly higher for parents in 2005 and in 2007 than in 2006. Similarly, for informal supports, average ratings for ‘satisfaction’ were significantly higher in 2005 than in 2006. Average ratings for ‘satisfaction’ and ‘knowledge’ were significantly higher for DSS staff in 2007 than in 2006. Lastly, average ratings for ‘participation’ and ‘knowledge’ were significantly higher for child-serving agencies in 2007 than in 2006. Correlations were also examined for parent surveys only. When all three years were combined, meeting length was negatively correlated with ratings for all four scales. In other words, longer meetings were associated with lower parental ratings of feeling the integrity of the Child and Family Team model had been adhered to (fidelity), feeling engaged in the meeting process (participation), feeling the meeting was run to achieve the desired goals (satisfaction), and understanding their role in the meeting (knowledge).

### *Family Centered Meeting Survey Open Responses*

At the end of the survey, participants had the opportunity to provide written comments regarding what could have made the meeting better. Every year, the majority of comments from *all respondents at CFTs* were related to the absence of team members. Approximately 39 comments (7 in 2005; 11 in 2006; 21 in 2007) were related to the absence of one or both parents.

An additional 91 comments (18 in 2005; 38 in 2006; 35 in 2007) were related to the absence of other team members (i.e., children, relatives, therapists, probation officers, school representatives, etc.). There were also two comments in 2005 and one in 2007 regarding who should not be present (e.g., particular relatives).

There were 45 comments (10 in 2005; 16 in 2006; 19 in 2007) that gave additional information as to what could have made the meeting better. Examples from 2007 include:

- “If the members kept quiet when others were speaking.”
- “If it were in the home.”
- “Not take as long.”
- “More time to talk.”
- “Attendance by more family members.”
- “Closer to home.”
- “More emphasis on employment, transportation, childcare so family can remain together always.”

Other comments from 2007 included:

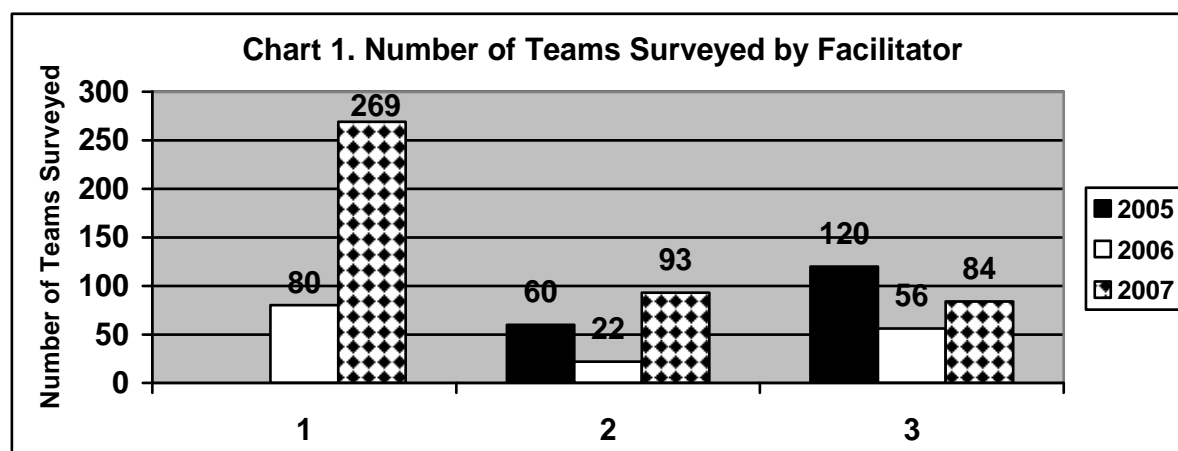
- “Father of children came in late and did not actively participate. His input is needed.”
- “I hated the thing.”
- “Went as planned, got everything in perspective.”

Lastly, 21 comments (8 in 2005; 8 in 2006; 5 in 2007) were of a positive nature regarding the meeting (e.g., “Great meeting!” “Believed the meeting to be very positive and helpful,” “Facilitator was wonderful,” “Meeting was very well conducted and held at a highly professional level,” and “Well organized and helpful”).

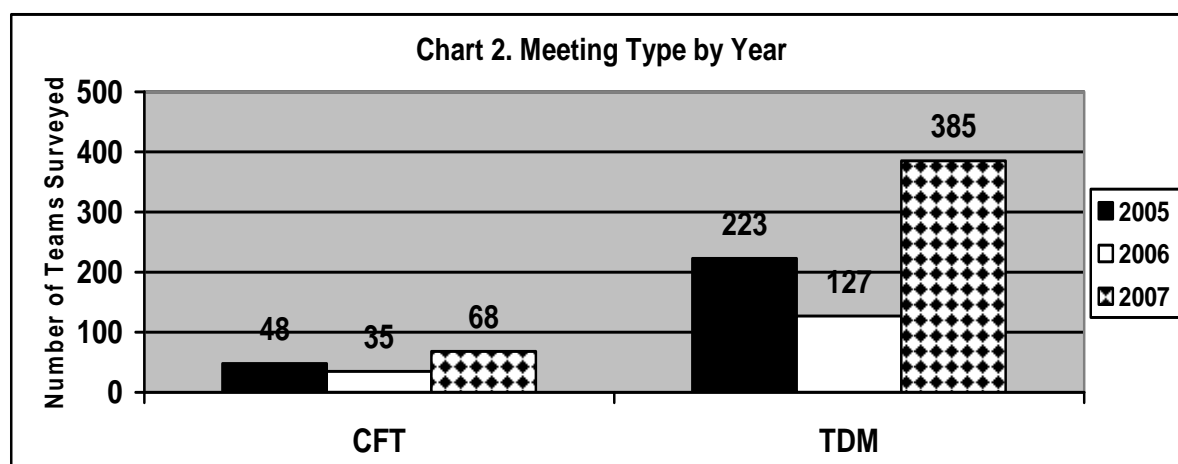
## Mecklenburg County

### *Family Centered Meeting Summary Form*

In Mecklenburg County a total of fourteen different facilitators administered surveys at two types of family centered meetings from February 2005 to December 2007 (see Chart 1). The two types of family centered meetings, as shown in Chart 2, were Child and Family Teams (CFT) and Team Decision Making (TDM).



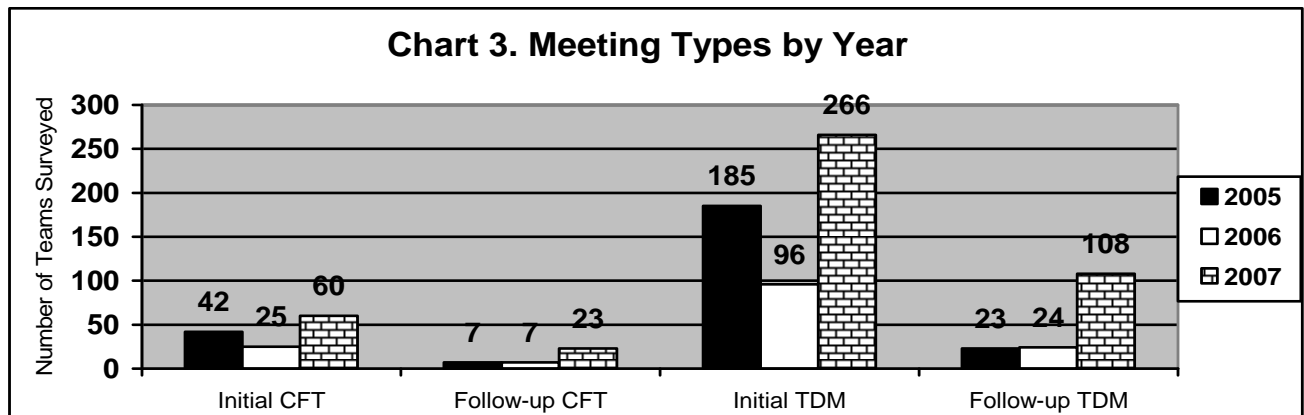
*Note.* This chart only presents information for the three facilitators that surveyed the most meetings. The other eleven facilitators surveyed a total of 131 teams from 2005 to 2007.





### *Meeting Type*

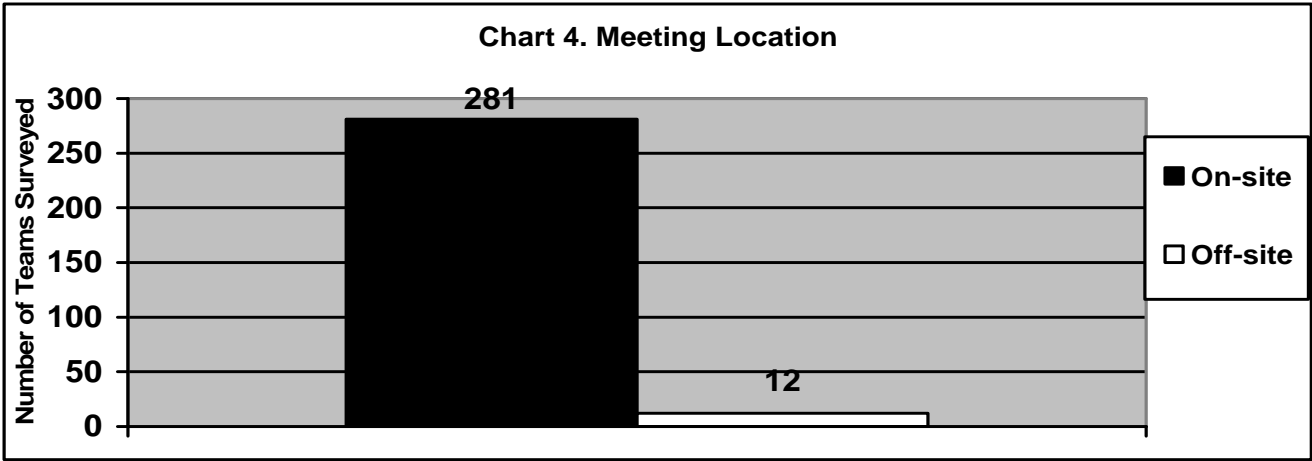
Chart 3 indicates that there were significantly more initial CFT and TDM meetings surveyed than follow-up meetings for all three years. However, there was a significant increase in the number of follow-up meetings (both CFTs and TDMs) surveyed in 2007 than in both 2005 and 2006. It should also be noted that there were significantly fewer CFT meetings (initial and follow-up) surveyed compared to TDMs for all three years.



*Note.* The total number of CFT meetings in this chart reflects missing data on the summary sheet regarding whether the meeting was initial or follow-up.

### *Meeting Location*

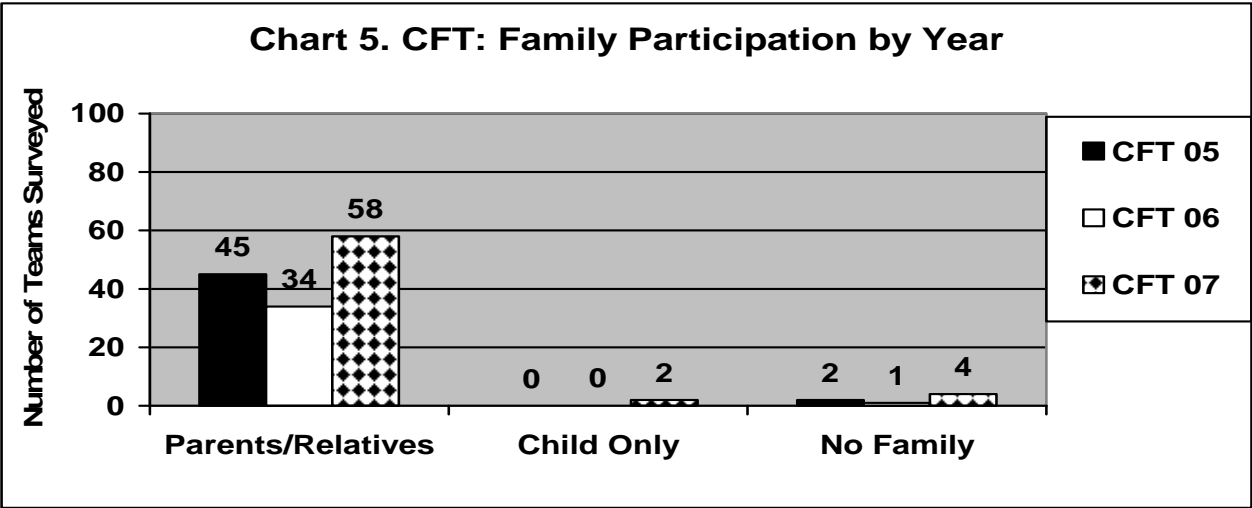
Starting in 2007, facilitators were asked to indicate if the meeting was held on-site (at a YFS location) or off-site (at a neutral location). As Chart 4 shows, the majority of meetings (96%) were held on-site.

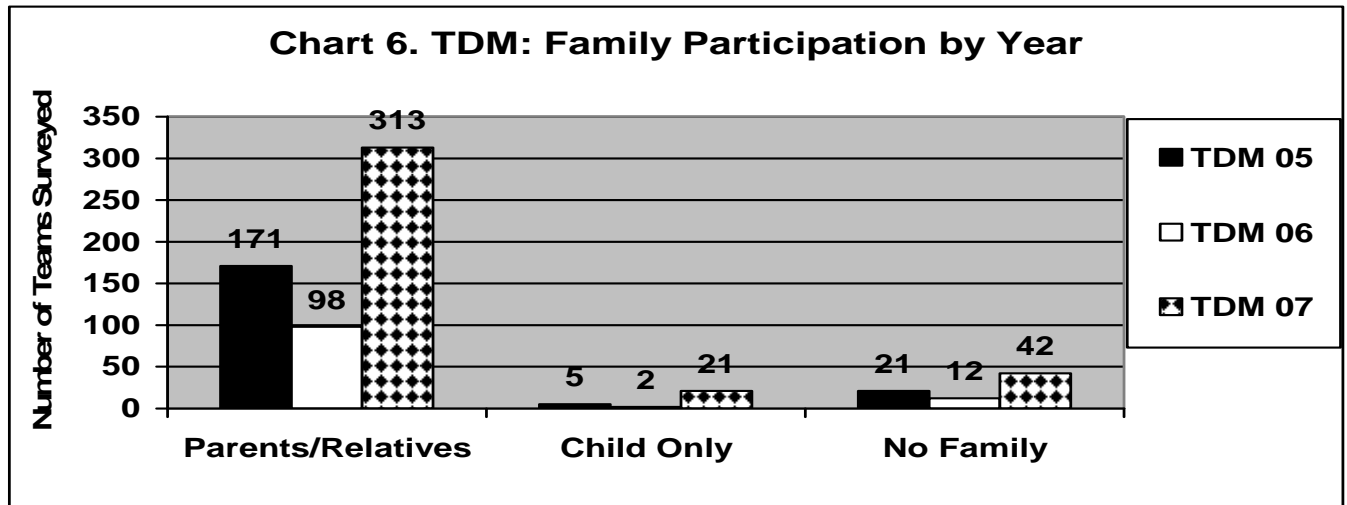


*Note.* The total number of meeting locations in this chart reflects missing data on the summary sheet regarding where the meeting was held.

*Meeting Participants*

Family participation/attendance at these two types of family centered meetings was fairly similar across all three years. As shown in Chart 5, the majority of CFT meetings surveyed for all three years had parent(s) and/or relative(s) participation (91-97% for all three years). Similarly, Chart 6 shows that most TDM meetings involved parent(s) or relative(s) participation (83-88% for all three years).

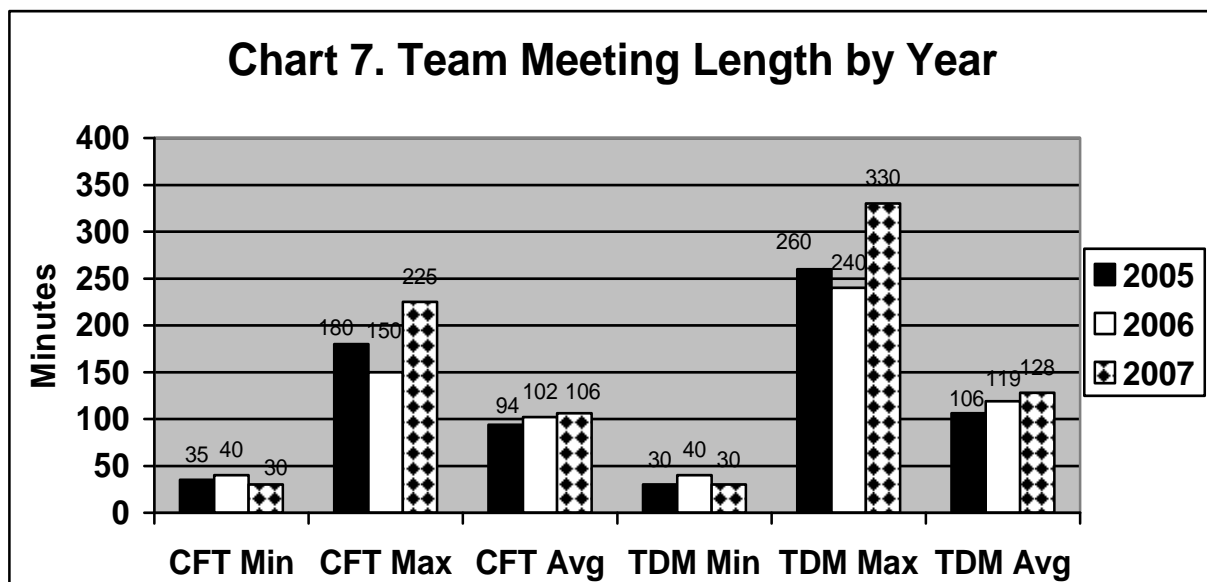




### *Meeting Length*

Facilitators provided information regarding when a meeting began and when it ended.

Chart 7 indicates that between 2005 and 2007, CFT meetings ran as short as 30-40 minutes to as long as 150-225 minutes. TDM meetings on the other hand were as short as 30-40 minutes, and as long as 240-330 minutes. On average, TDM meetings were approximately 17 minutes longer than CFT meetings for all three years.



### *Family Centered Meeting Survey*

The family centered meeting survey consists of 18 questions that measure: 1) Fidelity – how well the integrity of the Child and Family Team model has been adhered to (the score is an average of 9 items); 2) Participation - how engaged the respondent felt in the meeting process (the score is an average of 5 items); 3) Satisfaction - how respondents felt the meeting was run to achieve the desired goals (the score is an average of 2 items); and 4) Knowledge - how well the respondent understood their role in the meeting (the score is an average of two items). For each question a respondent could choose among four possible answers ranging from “Strongly Disagree” to “Strongly Agree” (please see Appendix A2 for all survey questions by scale).

Survey data were analyzed separately for the two types of family centered meetings. For both CFT and TDM meetings, only surveys from those that had family representation (i.e. parent, relative and/or child participation) were analyzed (see Charts 5 & 6). Chart 8 shows how many surveys were conducted from 2005-2007 by meeting type and year. Surveys from TDMs represent 84% of all surveys administered from 2005 to 2007.

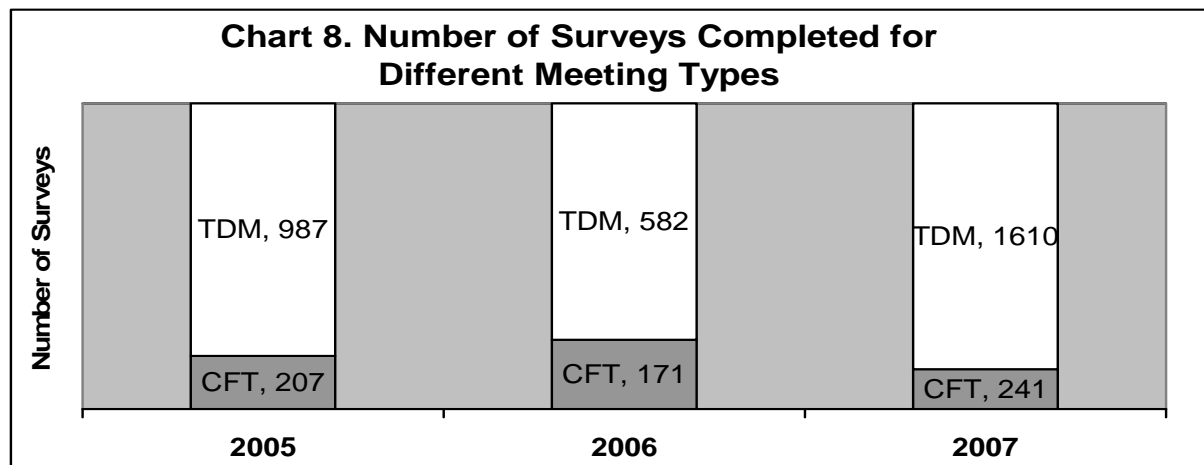
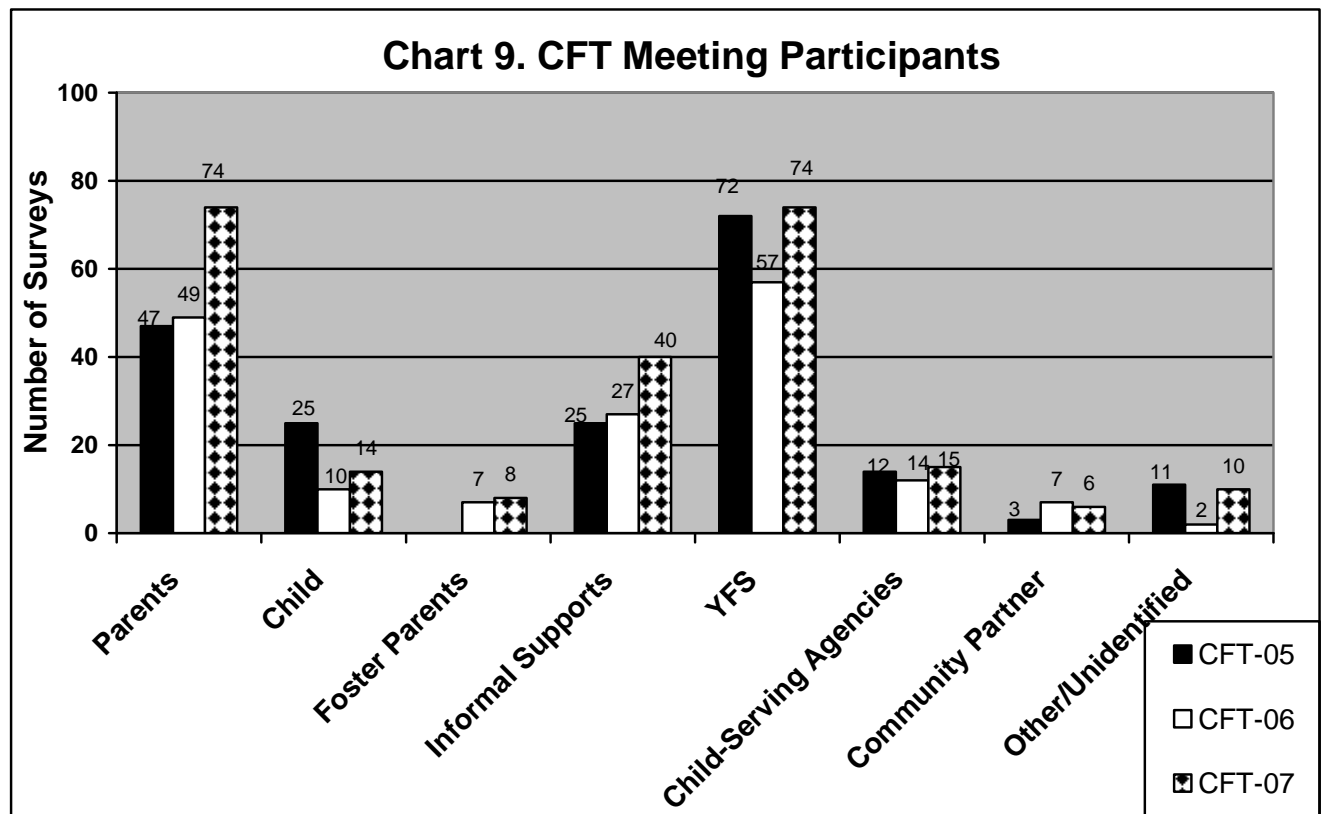
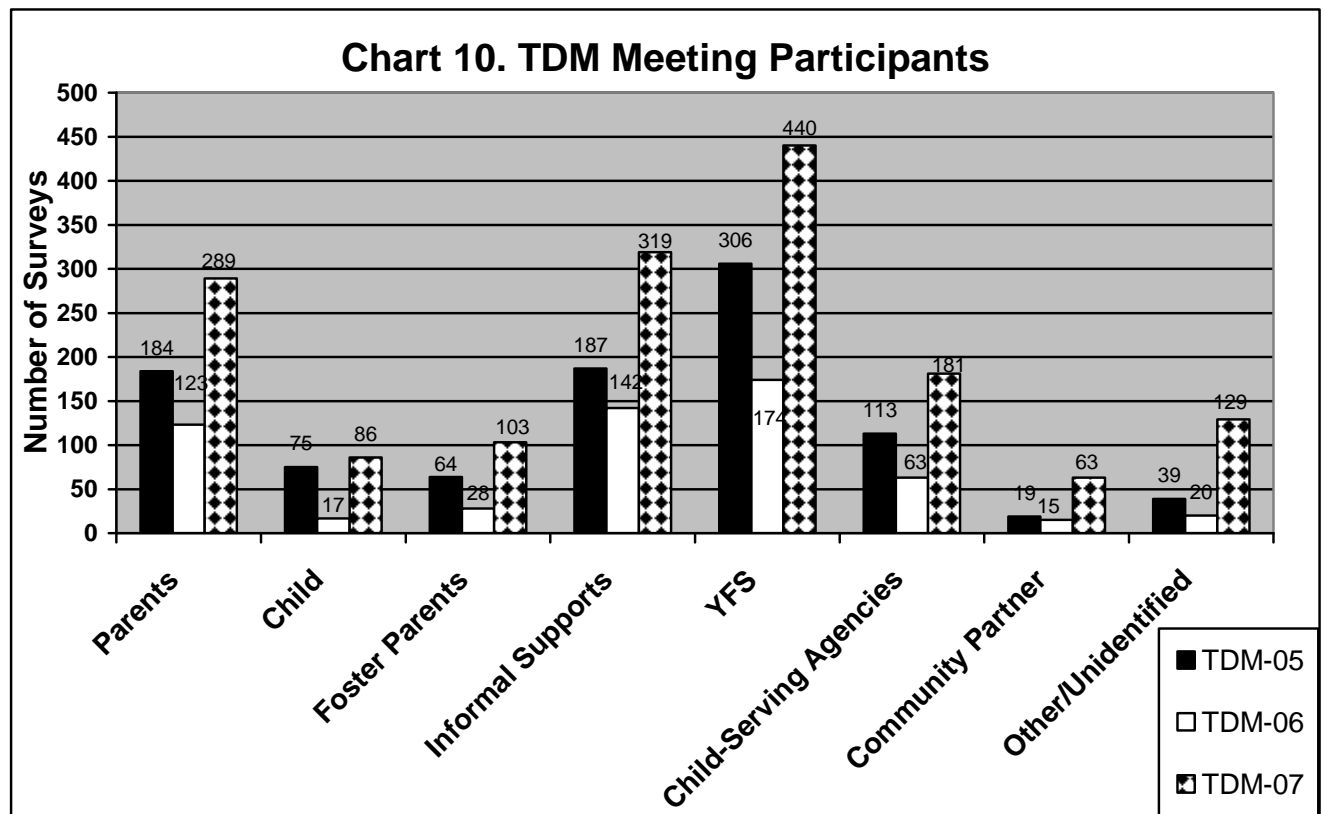


Chart 9 indicates that for CFT meetings in 2005 and 2006, there were significantly more surveys for YFS staff than for parents. However, in 2007 there are approximately equal numbers of surveys from parents and YFS staff. In addition, the number of surveys from informal supports increased from 2005 to 2007.



*Note.* Informal supports consist of: Relatives (2005 n=28; 2006 n=22; 2007 n=30), Friends (2005 n=6; 2006 n=2; 2007 n=8), Live-in partners (2005 n=1; 2006 n=3; 2007 n=2), and Neighbors (2005 n=0; 2006 n=0). Child-serving agencies consist of Mental Health/Service Providers (2005 n=9; 2006 n=10; 2007 n=12), GAL (2005 n=0; 2006 n=10; 2007 n=1), Juvenile Justice/Court Staff (2005 n=2; 2006 n=0; 2007 n=1) and School staff (2005 n=2; 2006 n=10; 2007 n=1).

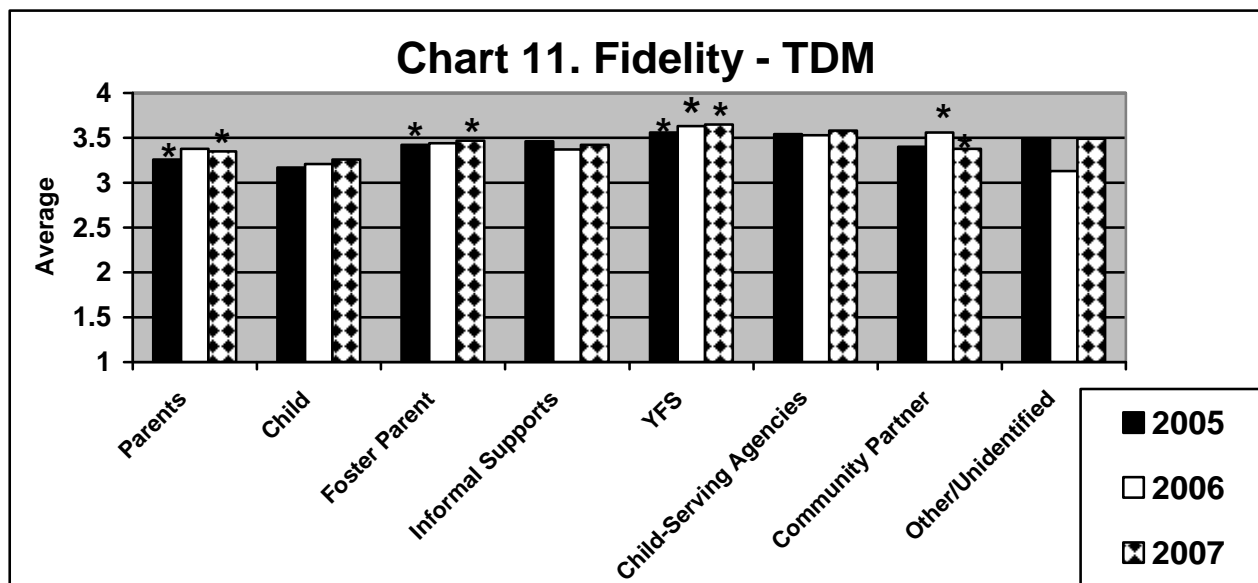
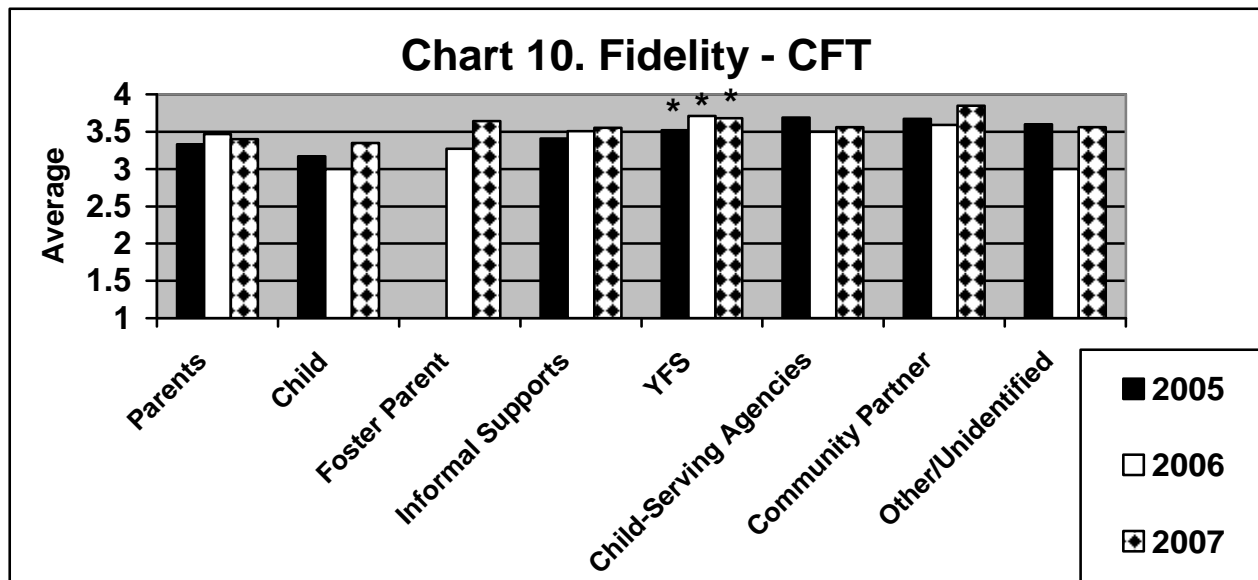
Chart 10 indicates that for TDM meetings, across all three years, there were significantly more surveys for YFS staff than for parents. As with CFTs, the number of surveys from informal supports also increased from 2005 to 2007. In fact, in 2007 there were more surveys for informal supports than for parents.



*Note.* Informal supports consist of: Relatives (2005 n=148; 2006 n=116; 2007 n=262), Friends (2005 n=34; 2006 n=21; 2007 n=43), Live-in partners (2005 n=4; 2006 n=4; 2007 n=14), and Neighbors (2005 n=1; 2006 n=1). Child-serving agencies consist of Mental Health/Service Providers (2005 n=72; 2006 n=41; 2007 n=99), GAL (2005 n=25; 2006 n=12; 2007 n=59), Juvenile Justice/Court Staff (2005 n=5; 2006 n=4; 2007 n=14) and School staff (2005 n=11; 2006 n=6; 2007 n=9).

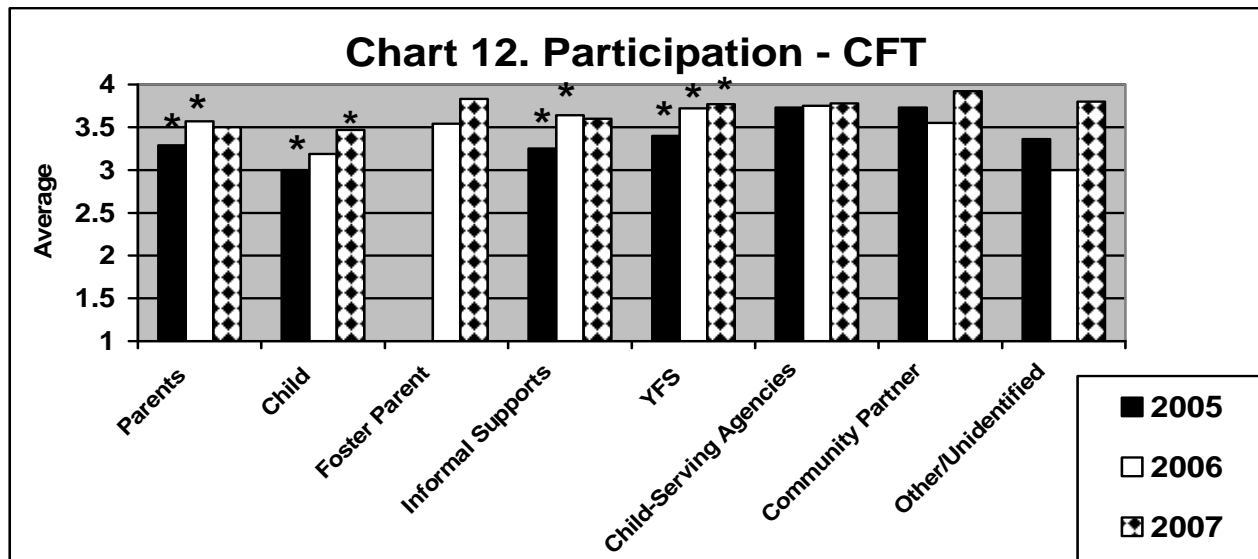
*Family Centered Meeting Survey Data*

**Fidelity** – how well the integrity of the Child and Family Team model has been adhered to

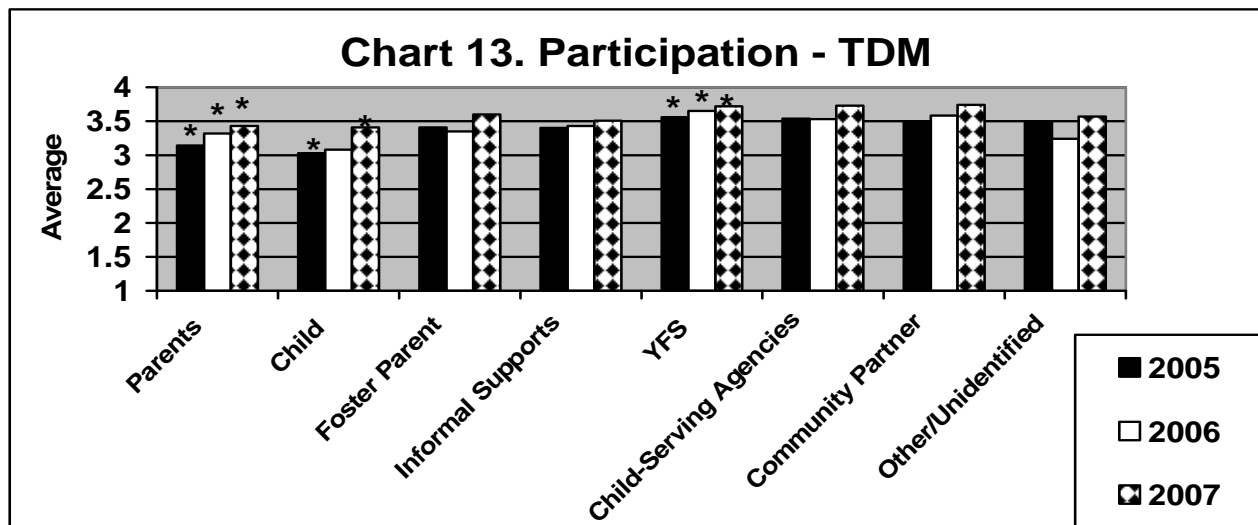


For YFS staff, average ratings were significantly higher in 2007 and 2006 than in 2005 for both CFT and TDM meetings. For parents and foster parents, average ratings for ‘fidelity’ were significantly higher in 2007 than in 2005 for TDM meetings. For community partners, however, average ratings were significantly lower in 2007 than in 2006. When all three years were combined, ratings for ‘fidelity’ were significantly higher at CFT meetings than at TDM meetings for both parents and community partners.

**Participation** – how engaged the respondent felt in the meeting process



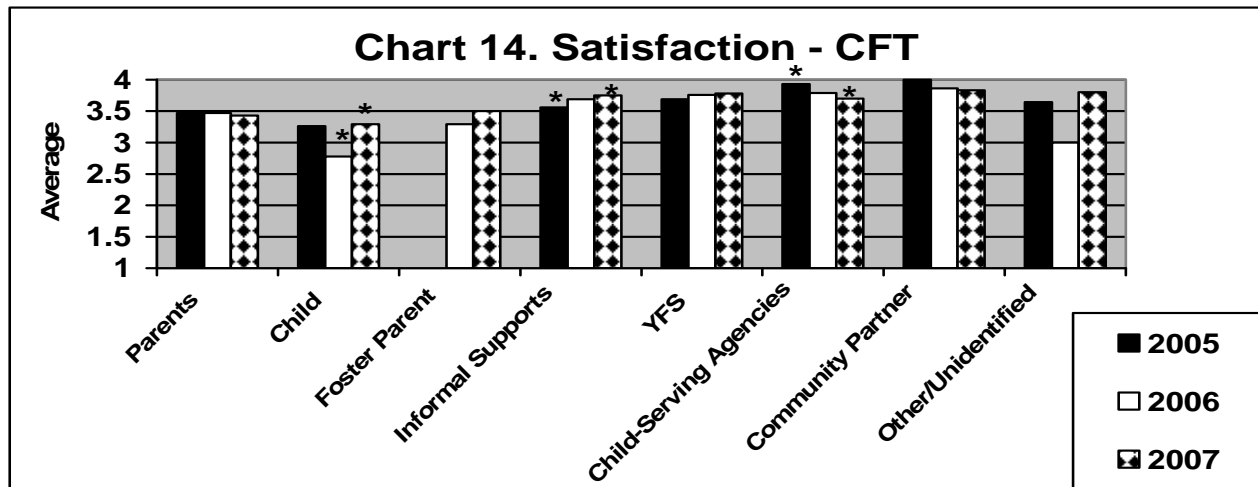
For CFT meetings, average ratings for ‘participation’ were significantly higher for parents, informal supports, and YFS staff in 2006 than in 2005. ‘Participation’ ratings were also higher in 2007 than in 2005 for children and YFS staff.



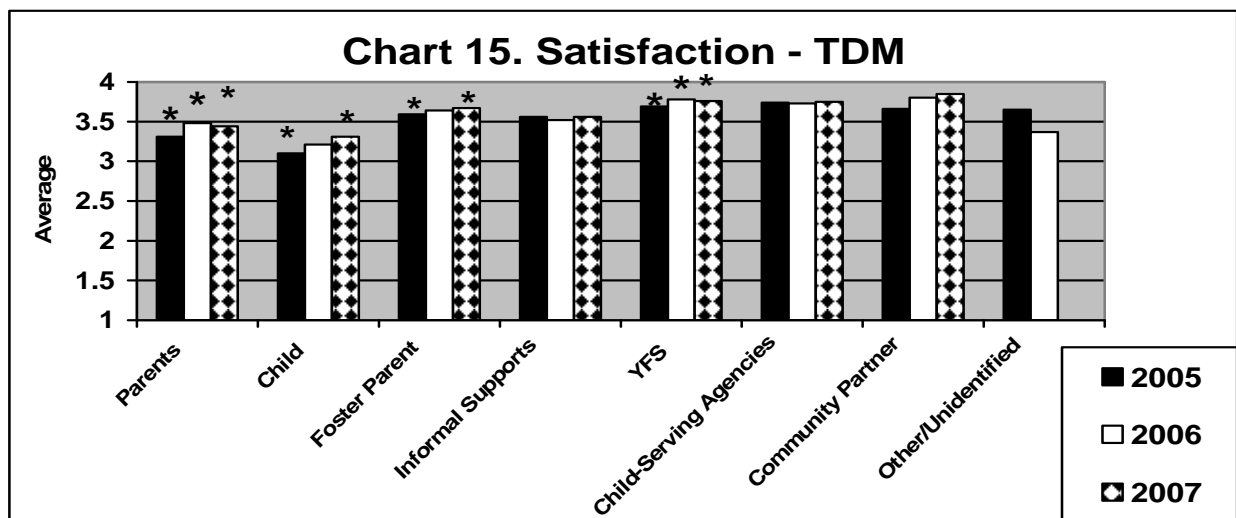
For TDM meetings, average ratings for ‘participation’ were significantly higher for parents and YFS staff in 2007 and 2006 than in 2005. For children, average ratings were significantly higher in 2007 than in 2005. When all three years were combined, parents had significantly higher ratings for ‘participation’ at CFT meetings than at TDMs.



**Satisfaction** – how respondents felt the meeting was run to achieve the desired goals

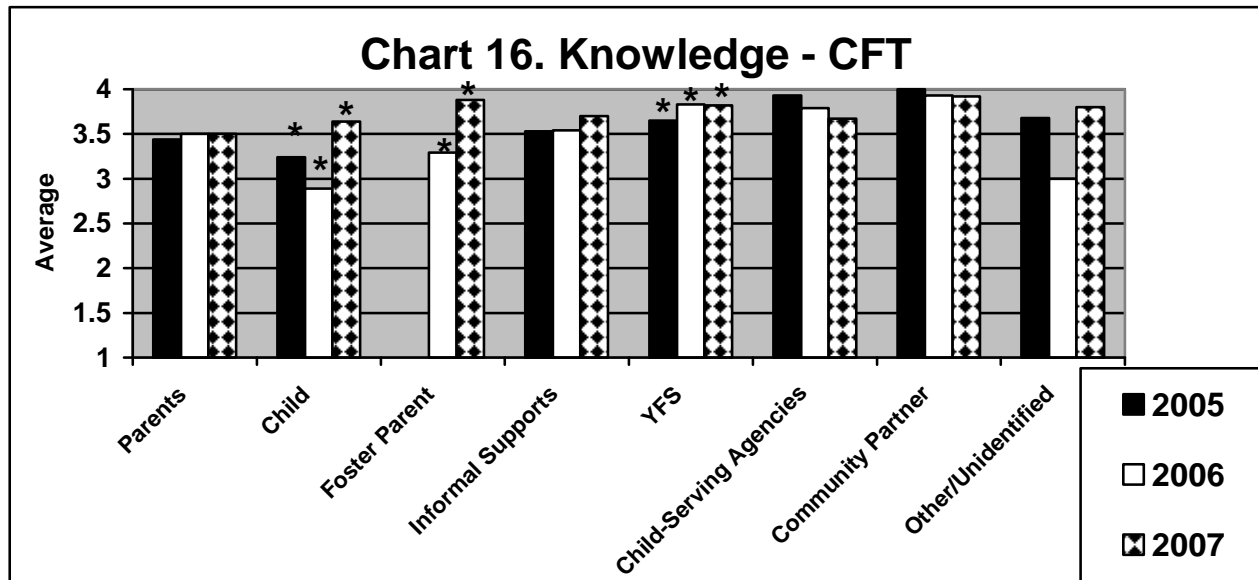


For CFT meetings, average ratings for ‘satisfaction’ were significantly higher in 2007 than in 2005 for informal supports. For children, average ratings were significantly higher in 2007 than in 2006. However, for child-serving agency staff, average ratings were significantly lower in 2007 than in 2005.

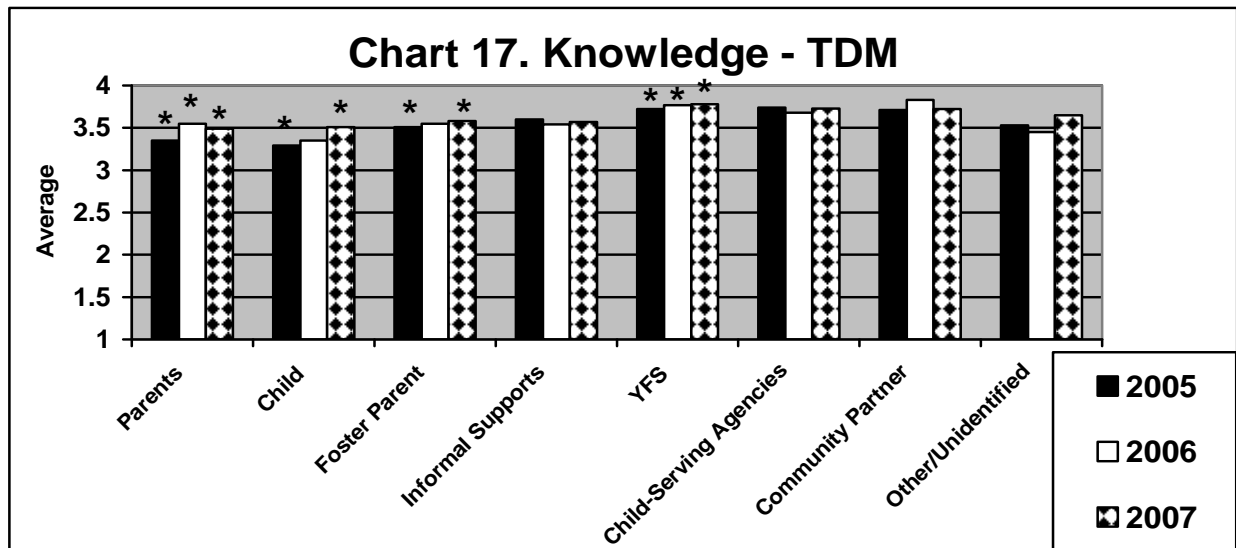


For TDM meetings, average ratings for ‘satisfaction’ were significantly higher in 2007 and 2006 than in 2005 for both parents and YFS staff. For children and foster parents, average ratings were significantly higher in 2007 than in 2005. When all three years were combined, foster parents had significantly higher ‘satisfaction’ ratings in TDM meetings than in CFT meetings.

**Knowledge – how well the respondent understood their role in the meeting**



For CFT meetings, average ratings for ‘knowledge’ were significantly higher in 2007 and 2006 than in 2005 for YFS staff. For foster parents, average ratings were significantly higher in 2007 than in 2006. Average ratings were also significantly higher in 2007 than in 2006 and 2005 for children.



For TDM meetings, average ratings for ‘knowledge’ were significantly higher in 2007 and 2006 than in 2005 for both parents and YFS staff. For children and foster parents, average ratings were significantly higher in 2007 than in 2005.

*Summary of Results*

Overall, surveyed respondents at CFT and TDM meetings in 2005, 2006, and 2007 agreed or strongly agreed that the integrity of the Child and Family Team model had been adhered to (fidelity); felt engaged in the meeting process (participation); felt the meeting was run to achieve the desired goals (satisfaction); and understood their role in the meeting (knowledge). Statistically significant differences in ratings were found for parents, children, foster parents, informal supports, YFS staff, child-serving agencies, and community partners at both CFTs and TDMs. This indicates that the change in these ratings was not due to chance.

At CFT meetings, average ratings for ‘fidelity’, ‘participation’, and ‘knowledge’ were significantly higher for YFS staff in 2007 and 2006 than in 2005. For children, ratings for ‘participation’ and ‘knowledge’ were significantly higher in 2007 than in 2005, while ratings for ‘satisfaction’ were significantly higher in 2007 than in 2006. In other words, children were more likely to feel engaged in the meeting process (participation), feel they understood their role in the meeting (knowledge), and feel the meeting was run to achieve the desired goals (satisfaction) in 2007 than in 2005 and 2006. For informal supports, average ratings for ‘satisfaction’ were significantly higher in 2007 than in 2005. Average ratings for ‘knowledge’ were significantly higher for foster parents in 2007 than in 2006. However, child-serving agency staff ratings for ‘satisfaction’ were significantly lower in 2007 than in 2005.

At TDM meetings, average ratings for all four scales were significantly higher for parents and YFS staff in 2007 than in 2005. As was found with children who attended CFT meetings, average ratings for ‘participation’, ‘satisfaction’, and ‘knowledge’ were significantly higher for children who attended TDMs in 2007 than in 2005. For foster parents, ratings for ‘fidelity’,

‘satisfaction’, and ‘knowledge’ were significantly higher in 2007 than in 2005. However, ratings for ‘fidelity’ at TDMs were significantly lower for community partners in 2007 than in 2006.

Significant differences were also found between meeting types. When all three years were combined, parents had significantly higher ratings for ‘fidelity’ and ‘participation’ at CFT meetings than at TDMs. In other words, parents surveyed at TDMs were not as likely to agree that they felt the integrity of the Child and Family Team model had been adhered to (fidelity), or felt engaged in the meeting process (participation). Similarly, community partners had significantly higher ratings for ‘fidelity’ at CFT meetings than at TDMs. Foster parents, however, had significantly higher ratings for ‘satisfaction’ at TDMs than in CFTs. Thus foster parents at TDMs were more likely to agree that they felt the meeting was run to achieve the desired goals.

Correlations were also examined for parent surveys only. When all three years were combined, meeting type was found to be negatively correlated with ratings for ‘participation’. This means that TDMs were associated with lower parental ratings of feeling engaged in the meeting process (participation), while CFTs were associated with higher ratings. Lastly, meeting length was negatively correlated with ratings for all four scales. In other words, longer meetings (CFTS and/or TDMs) were associated with lower parental ratings of feeling the integrity of the Child and Family Team model had been adhered to (fidelity), feeling engaged in the meeting process (participation), feeling the meeting was run to achieve the desired goals (satisfaction) and understanding their role in the meeting (knowledge).

#### *Family Centered Meeting Survey Open Responses*

At the end of the survey, participants had the opportunity to provide written comments regarding what could have made the meeting better. Across all three years, the majority of

comments *from all respondents at both CFTs and TDMs* were related to the absence of team members. Approximately 245 comments (99 in 2005; 61 in 2006; 85 in 2007) were related to the absence of one or both parents. An additional 266 comments (90 in 2005; 56 in 2006; 120 in 2007) were related to the absence of other team members (i.e., children, relatives, therapists, probation officers, school representatives, etc.), while 49 comments were related to the absence of foster parents (20 in 2005; 5 in 2006; 24 in 2007). There were also two comments in 2005 regarding who should not be present (e.g., particular relatives).

There were 165 comments (73 in 2005; 34 in 2006; 58 in 2007) that gave information as to what could have made the meeting better. Examples include:

- “Do separate interviews. The grandmother disclosed case specific information on the survey that she did not disclose in the meeting.”
- “Everyone being on time.”
- “Facilitator being specific about what is needed (in advance).”
- “Have the social worker be patient, wait to talk when you’re talking to avoid side conversations.”
- “I feel every possible measure was made to help. I wish that she could have more protection.”
- “If I could have more family support.”
- “If the child’s family members were more assured of his safety and that more strict follow up of parent would take place.”
- “More time for facilitator between meetings- more time to not have to rush through process.”
- “Food, water, snacks and a candy dish” (multiple comments of a similar nature all three years).
- “More support here from each side.”
- “Private time with the case worker.”
- “More time plus basic cooperation between parties.”
- “Psychological and educational evaluations needed to be done and results presented.”

There were also several comments regarding:

- The meeting time and location (7 in 2005; 9 in 2006; 29 in 2007)
  - In 2006 there were two comments regarding meetings being held off-site at locations families chose and after hours.
- The length of meeting times (14 in 2005; 1 in 2006; 26 in 2007)

- The need for child care during meetings (4 in 2005; 1 in 2006; 3 in 2007)
- Needing more preparation and information prior to the meeting (9 in 2005; 1 in 2006; 15 in 2007).

Other comments included (8 in 2005; 5 in 2006; 9 in 2007):

- “Child talk about his feelings a little more. The child to work harder at complying with chores and family wishes”
- “Before child enters the room, the child needs to be prepared for what the meeting is for (do not spring a placement change on child in meeting- facilitator’s paraphrase).”
- “Double check everyone, time, space, and schedule the day before the meeting so that everyone is aware of what is going on.”
- “I feel some judge without knowing and speak not truthfully.”

Lastly, 225 comments (71 in 2005; 52 in 2006; 102 in 2007) were of a positive nature regarding the meeting

- “Excellent meeting, everyone was on the same page regarding best interest of client.”
- “I felt able to express my feelings and thought without being judged. The facilitator did a wonderful job controlling the meeting and giving everyone an opportunity to speak.”
- “I think they are really here for us and the meeting went well. So, it is just what I like to see in future meeting.”
- “The meeting was organized, structured, and conducted in a timely manner.”
- “Pace was excellent, not bogged down.”

There were also a number of positive comments in reference to the facilitators (25 in 2005; 21 in 2006; 30 in 2007):

- “I thought everything was handled professionally and maturely by the facilitator.”
- “The facilitator did a wonderful job. She was objective and thorough. She helped the team reach an agreement.”
- “Facilitator was very polite and courteous. It was easy to address issues.”
- “Prior to this meeting, I had a very, very negative view of YFS but due to the Facilitator, Ms.\_\_\_\_, Mrs. \_\_\_\_\_, and Ms. \_\_\_\_\_ working so well with my family on this issue, I no longer have that view.”
- “Facilitator was professional, focused, articulate, and a good listener.”

There were also several comments in 2005 and 2007 regarding the need for facilitators to have laptops or someone to help them take notes as the time spent on that takes away from the focus of the meeting.

## Appendix A1

Date \_\_\_\_\_

Facilitator \_\_\_\_\_

**Start Time**\_\_\_\_\_

**End Time** \_\_\_\_\_

☐ on site      ☐ off site

☐ Initial    ☐ Follow up

**Type of Family Meeting (check all that apply):**

### ☐ **Child and Family Team (CFT)**

□ **Team Decision Making (TDM)**

☐ **Permanency Planning & Action Team (PPAT)**☐ **Shared Parenting**

☐ **Success Meeting**

☐ **Other:** \_\_\_\_\_

**Family ID** \_\_\_\_\_

Child ID \_\_\_\_\_

Child ID \_\_\_\_\_

**Child ID** \_\_\_\_\_

Child ID \_\_\_\_\_

**Child ID** \_\_\_\_\_

Child ID \_\_\_\_\_

Child ID \_\_\_\_\_

Child ID \_\_\_\_\_

Child ID \_\_\_\_\_

Child ID \_\_\_\_\_

### Role Participant

**Invited but was unable to attend:**

[illegible][illegible]

## Appendix A2

<b>Fidelity</b>
The family meeting was fully explained to me before the meeting started.
I liked the time of the meeting.
I liked where the meeting was held.
I felt that everyone who needed to be at the family meeting was present. Please note any missing members below.
The ground rules were followed during the family meeting.
The meeting moved along at a reasonable pace.
My responsibility to the plan was clearly identified.
A plan was developed for what to do if a crisis occurs.
I was given a copy of the plan or was told it would be mailed.
I understood the purpose of the family meeting.
I understood my role in the family meeting.
<b>Participation</b>
I felt included in the family meeting.
I felt comfortable sharing my thoughts and concerns in this meeting.
I felt the group listened when I spoke.
I felt that my thoughts and concerns were considered before a final decision was reached.
I felt I had a role in developing the plan
<b>Satisfaction</b>
I believe that family meetings are worthwhile.
I was satisfied with the way the meeting was run.
<b>Knowledge</b>
I understood the purpose of the family meeting.
I understood my role in the family meeting.